

TELECOMMUNICATIONS SYSTEMS COORDINATOR

DEFINITION

Under general supervision of the assigned administrator, incumbent manages the resources for the District's entire voice network system. Incumbent is responsible for capacity planning, system upgrades, and maintenance, as well as adds, moves, and changes for the voice network system.

TYPICAL DUTIES

Manages entire voice network including voicemail and special circuits such as alarm, video, fire alarm, and energy monitoring circuits. Administers telephone system database and system network operations. Monitors telephone system/network performance. Maintains inventory database. Plans and monitors the budget; manages vendor contracts; and processes invoices. Performs analysis and feasibility studies of requested services. Produces various reports including work management, trunk utilization, and other system resources. Provides cost estimates for PBX equipment and/or voice services and reconciles telephone billing. Coordinates carrier services with local and long distance phone companies. Coordinates changes to or additions for infrastructure requirements (campus cabling) with appropriate staff. Assigns telephone numbers, class of service, and key data required for operation of telephone. Creates and modifies voicemail boxes. Performs system maintenance and administration of voicemail. Acts as a focal point for requests, problems and issues concerning the voice network system. Assigns and monitors staff assignments and special projects. Serves as technical advisor to college and District staff. Assists in development of installation and maintenance procedures. Assists technical staff in solving system problems. Assigns system resources as needed. Manages and participates in projects. Leads the planning of migrations to new/improved hardware and software products. Develops procedures, policies, and guidelines for the operation of the unit. Provides leadership, direction, and training to Information Technology Specialists and contract employees. Provides technical architectural Position Summary and modification guidelines. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE

Two years experience in telephony and/or project management in a related field.

EDUCATION

An Associate of Arts degree from an accredited college or university in Project Management, Electrical Engineering, Electronics, or related field (preferred). NOTE: Four years combined college level course work and experience in engineering, management, electronics, or related field may be substituted for degree requirement.

SPECIAL REQUIREMENTS

Possess and maintain a valid California Driver's License in compliance with Los Rios Board Regulation R-8343; employment is contingent upon meeting the requirements of Los Rios Board Regulation R-8343. This position may require operating a District or personal vehicle in order to complete assigned work within the scope of the position duties. Any offer of employment will be contingent upon the successful completion of a medical evaluation.

KNOWLEDGE OF

Knowledge of the fundamentals of electrical theory; basic electronics; telephony; voice systems; and telecommunications industry standards and practices. Knowledge of effective customer service; effective leadership and project management; and effective communication techniques. Knowledge of business

recovery (disaster recovery); system, user, and architecture documentation; and technical problem solving. Knowledge of current industry information, vendor direction, new products, and new technical architectures; software licensing, intellectual property rights and copyright law; and system problem management and change management. Knowledge of concepts of asset management; organizational processes, practices, and policies; business system applications; and methods of long-term technology assessment and deployment.

SKILL IN

Skill in inspecting and evaluating the quality of products; critical thinking; finding information and identifying essential information; and reorganizing information to get a better approach to problems or tasks. Skill in developing an image of how a system should work under ideal conditions; controlling the operations of equipment or systems; determining the long-term outcomes of a change in operations and the relative costs and benefits of a potential action. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate.

ABILITY TO

The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with vendors, faculty, students, staff, peers, and management; exercise initiative and mature judgment; work as a member of a team; and develop and meet schedules and time lines. The ability to learn and adapt to new technologies, procedures, and policies; work independently with minimum supervision; and plan, organize, prioritize, and complete the workload of assigned areas of responsibility. The ability to perform individual research, analysis, and evaluation of systems; develop and present technical briefings and specifications; and develop, coordinate, and enforce organization-wide voice network systems standards. The ability to collect and analyze data utilizing computer applications as appropriate; and determine least cost routing.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Computer, printer, copier, PBX, telephony equipment.