

Job Description: District Telecommunication Systems Administrator

PERALTA COMMUNITY COLLEGE DISTRICT

CLASSIFIED JOB DESCRIPTION

**District Telecommunications Systems Administrator
SEIU Local 1021 Salary Range 114
Job Code: 1033**

CLASS PURPOSE

Under general direction of the Associate Vice Chancellor of IT or designee; responsible for the overall design and management of the telecommunication system and infrastructure at the District Administrative Center, campuses, and remote locations. Troubleshoots telephony problems, which may involve complicated network and system problems. Works with telecommunications staff and clients (Staff, Faculty, and Administrators) to analyze and resolve telecommunication problems. Leads and directs Telecommunication services vendors. Analyze telecommunication requests; assists, monitors, maintains, configures, administrates, and reviews all related telecommunications systems, (PBX, Voice Messaging, VoIP and IP telephony) connectivity and services. Performs other related duties as assigned.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Leads, coordinates and directs IT staff, telecommunications staff, and telecom vendors, as needed in the installation, implementation, management, and maintenance of the District-wide telecommunications system and infrastructure. Identifies requirements and collaborates with the appropriate internal and external technical resources in the implementation or resolution of telecom issues. Provides a singular management strategy to maintain the stability, integrity, and security of the District's telecommunications system and infrastructure.
- In collaboration with the District IT management team, participates in (and leads as necessary) management planning, design, and implementation of new telecommunications technology required to meet organizational goals and objectives. Works with IT management team to define technical direction of District-wide IT telecommunications strategy. Ensures that the necessary capabilities and functional elements of the District-wide telecommunications environment are incorporated as part of the overall design providing a stable and reliable system.
- Reviews, recommends, documents and implements improvements to telecommunications services and/or procedures. Keeps up to date with the latest telecommunications technology and the potential impact of its application within the District's infrastructure. Recommends and implements upgrades/improvements to telecommunications system and infrastructure to improve efficiencies, increase reliability, and reduce operating costs wherever possible.
- Reviews telecommunications related monthly billing services and resolves billing discrepancies. Processes service orders for telecommunications needs, i.e., PRI and T1 lines, trunking, phone lines, DSL services, PBX, voice messaging, CENIC lines, and other related services. Maintains operational reliability and availability of the District-wide telecommunications networks.

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- Assists telecommunications staff, IT staff, and client services groups as necessary in the investigation and resolution of all trouble reports related to the telecommunications system and infrastructure. Researches and investigates root cause and effect of telecommunication problems. Provides customer support services and full functionality of components relating to the telecommunications system and infrastructure while minimizing service disruptions to the Peralta client community.
- In collaboration with the District IT management team, assists the Peralta Purchasing Department in RFP (Request for Proposal) and RFQ (Request for Qualifications) development processes for telecommunications service contracts. Considers user requirements in the development of telecommunications service proposals and service orders prior to implementation.
- In collaboration with the District IT management team, monitors and tracks telecommunications budget expenditures. Utilizes the District's ERP system as needed to ensure the correct processing of telecommunications financial records and transactions.
- Analyze, design, develops and/or configuration scripts and querying objects in support of District IT voice system and network needs.
- Implementing and troubleshooting VoIP integration such as Cisco, Mitel and emerging systems
- Implementing and maintaining VoIP software applications such as Cisco, Mitel and emerging systems
- Assists in design of interfaces that integrate data communications protocols. Configure switch port to connect to VoIP.
- Administering and monitors phone systems. Backup/Restore configurations related to VoIP systems. Maintains and configures Quality of Service for Voice system.
- Produce the required usage reporting of data connectivity requests on overall IP telephony system interfaces with existing ERP software system.
- Provides telecommunication training to Peralta users for telecommunications services and use of equipment and features.
- May be required to provide documentation and presentation of networking and system enhancements of the voice system.
- Perform repairs, installations, additions, moves, and changes to telecommunications equipment.
- May be required to work some evenings and weekends
- Perform other related duties as assigned.

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MINIMUM QUALIFICATIONS

1. Completion of a Bachelor's degree from an accredited college or university in computer science or a closely related field; 4 years of increasingly responsible experience in voice and data communications, systems administration, network administration, and programming of telephony equipment; or an equivalent combination of education and qualifying work experience may be substituted for education/experience on a year-by-year basis.
2. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

Knowledge of: Principles of computerized electronic telephone and voice mail systems. Network and system administration. Principles of programming techniques. Principles of training and providing work direction. Telecommunications equipment, wiring, cabling, and parts. Operation of microcomputer equipment, software, and standard office machines. Virtualized infrastructures and storage systems. Oral communication skills. Record keeping methods. Quality of Service Knowledge for Voice and Video Infrastructure and Enterprise Dial-Plan. Experience working with VoIP protocols such as Skinny Client Control Protocol (SCCP), Session Initiated Protocol (SIP) and Media Gateway Control Protocol (MGCP), etc. Experience in planning, design and deployment experience with Voice solutions such as UC on UCS, Cisco Unified Call Manager (CUCM), Cisco Unity Connection, Cisco Voice Portal (CVP), Session Initiation Protocol (SIP) Trunks, Voice Gateways, PSTN Trunks FXO, T1/E1, and other data communication systems.

Ability to: Program and maintain all components within telecommunications system and infrastructure. Schedule and assign work. Train telephone operators and users. Operate a computerized electronic system and related peripheral equipment. Speak clearly and courteously and use correct English. Review telephone billings and resolve discrepancies. Establish and maintain cooperative and effective working relationships with others. Maintains records and prepare reports. Work effectively under time constraints and with minimal supervision.

DESIRABLE QUALIFICATIONS

- Skilled in various areas of technical and telecommunications systems, networks, and equipment.
- Knowledge of the capabilities, limitations, and deficiencies of various types of telecommunications systems, networks, and equipment.
- Industry recognized certification as it relates to network, system, and telecommunications administration
- Telecommunications services experience and maintenance of mission critical telephony operations.
- Demonstrated personal skills interacting with technical and non-technical professionals.
- California community college or Higher Education Experience

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ENVIRONMENTAL DEMANDS

- Occasional work performed alone
- Constant work around and with people
- Work schedule flexibility
- Duties are performed in an office and field environment at both District and College locations
- Subject to frequent interruptions, requests for immediate service or assistance, and emergency call-out during evening and weekend hours
- Office environment

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 25 lbs.
- Occasional pushing and pulling up to 40 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Frequent use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Cable cutters
- Screwdrivers
- Pliers
- Tweezers
- Wire cutters
- Allen keys
- Hand carts
- Standard office equipment

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