

DOUGLAS COUNTY SCHOOL DISTRICT

Position Title: Telecommunications Manager

Reports to: Technology Services Director; Information & Technology Services

POSITION SUMMARY

Manage the design, maintenance, and installation of network infrastructure supporting voice and data communications including the installation, configuration, monitoring and maintenance of PBX voice/voice mail systems and data related routers and switches.

ESSENTIAL DUTIES & RESPONSIBILITIES

- D 20% Directs human resources activities for Telecommunications staff: hires/directs/mentors/disciplines/terminates; ensures professional development; conducts evaluations.
- D 14% Oversee District's routers, switches and circuits comprising the District data network by maintaining IP number scheme, monitoring performance, examining log files, assigning addresses and performing configuration changes to Cisco routers and switches.
- D 14% Monitor the status of routers, switches, wireless access points, file serves and uninterrupted power source systems. Configure seed files, discovery filters and Domain Name Server/host entries and enable SNMP traps on end-devices, react to alarms, troubleshoot and perform repairs.
- W 15% Coordinate the Wide Area Network (WAN) build process by developing Request for Information, Request for Quote and Request for Proposal, and developing vendor relationships to evaluate and enhance the WAN infrastructure.
- W 8% Maintain District records of digital and analog communication circuits leased from service providers. Submit service change request to providers and verify billing changes have taken place.
- W 8% Monitor and maintain the District's PBX systems and circuits including plan designs numbering, Direct Inward Dial (DID), number management, voice mailboxes administration, and extension maintenance and assignment. Update associate records database.
- M 10% Monitor and maintain the data/voice cabling infrastructure within each District building by setting specifications, conducting walk-throughs, preparing maps, vendor contract administration.
- A 5% Install, configure and maintain data and voice network equipment. Maintain site maps of closet locations and drop locations for each District building.
- M 3% Develop, administer, and monitor assigned Telecommunications budget.
- 3% Performs other related duties as assigned or requested.

MINIMUM EDUCATION OR FORMAL TRAINING

Bachelor's Degree in Computer Sciences, Management Information Systems, Telecommunications, or equivalent experience and training.

MINIMUM EXPERIENCE

Five years experience in voice and data networking technologies, employee supervision and budgeting.

Advanced experience in project management, including budget oversight.

SKILL REQUIREMENTS

Computer Software Applications: Microsoft Office, including Access and HP Openview.

Operating knowledge of and experience with microcomputers, NORTEL PBX, Cisco routers/switches, structured cable systems and WAN design.

Operating knowledge of cable testing equipment, T1 testing equipment and Fluke LANmeter required within six months of hire.

Excellent verbal and written communication skills

Strong organization, analytical, and prioritizing skills

GENERAL EXPECTATIONS

Has a customer-service orientation.

Able to work under high stress conditions, including frequent emergency technology service requests requiring over time commitments.

Able to keep current with evolving technologies applicable to a K-12 school environment.

Able to work cooperatively with administrators and co-workers.

Able to understand and follow complex oral and written instructions.

Able to effectively communicate with the school district community.

Maintain a generally positive attitude.

Observe all District policies and procedures.

LICENSES OR CERTIFICATION

- ◆ NORTEL certifications, including basic database administration, digital trunk interface/primary rate interface network, alternative route selection (NARS) and Meridian Mail administration and applications.
- ◆ Certification in CCNA, CCNP, Novell, Windows NT/2000 and Unix certifications preferred.
- ◆ Valid Colorado Driver's License

ESSENTIAL ENVIRONMENTAL DEMANDS – Occasional exposure to moving mechanical parts; high, precarious places; fumes or airborne particles; outdoor weather conditions. Moderate risk of electrical shock. Moderate noise levels.

ESSENTIAL PHYSICAL REQUIREMENTS - Daily travel throughout 900 sq mi school district. Occasional lifting of up to 25 pounds. Frequent bending, stooping, walking, crawling, climbing, balancing, standing, kneeling, squatting, reaching, and sitting.

SUPERVISORY DUTIES – Provides direct supervision of three or more Telecommunications staff.

WAGE SCHEDULE – 3

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This job description is not intended to create any express or implied contract of employment or expectancy of continued employment for any definite term.