

**Killeen Independent School District
Job Description**

Job Title: Senior Network Voice Technician
Department: Network Communications Department
Reports to: Manager, Network Communications
FLSA: Non-Exempt

SUMMARY

Coordinates strategies for defining, deploying, and maintaining the company's in-house IP telephony voice communication architecture and its associated network connections and component hardware. Manages all engineering projects for VoIP initiatives, planning technology roadmaps, and configures and optimizes all VoIP telephone systems and services, both internally and those integrated with Internet-based services. Maintains SLAs for all organizational IP telephony applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans, implements, maintains, and supports both the Cisco VoIP and telephone systems and services, both internally and those integrated with Internet-based services.

Provides general Telecom and network support including project management, operation, expansion, and maintenance of various telecommunications and videoconference systems. Including all Voice over IP Unified Communications systems and adjuncts, TelePresence, videoconference systems and adjuncts, and voice network services.

Manages and administers Cisco Unified Communications Manager (Cisco Call Manager) and Unity Connection voicemail systems, servers, and gateways.

Manages and administers Cisco Unified Presence Server, Unified Contact Center Express, and Emergency Responder.

Manages and administers Cisco Unified Border Element voice gateway trunking.

Collaborates with Network Engineering team and Telecom Technical Manager to support and maintain superior global Unified Communications and videoconference networks.

Acts as a Cisco Voice Subject Matter Expert to end users and internal staff.

Creates and maintains standards and procedural documents.

Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

Associate's degree in telecommunications or a closely related field and/or minimum of 5 years Telecom engineering experience in a similar capacity implementing and maintaining a complex Cisco UC network

Experience with the following:

- Cisco Voice Certification or equivalent experience.
- Various VoIP Unified Communications systems, voice mail, call accounting, and system management.
- Cisco UC: Communications Manager, Unity Connection, Unified Presence, Cisco Voice Gateways, Cisco Unified Border Element, SIP trunks and inter-cluster trunking.
- Cisco UC adjuncts: Cisco Unified Contact Center Express, Emergency Responder, and Unified Mobility.
- Cisco TelePresence solutions.
- Various network technologies including ISDN, TCP/IP, Ethernet, DSL, cable modem. CCNA Voice and/or CCVP a strong plus.

Moderate knowledge of Cisco routing and switching.

Broad knowledge of IP telephony, including gateways, IP trunks, QoS, SCCP, SIP, H.323.

Knowledge of voice and data cabling systems including fiber optic.

Proficient in Microsoft Outlook, Word, Excel, Internet Explorer, Project, Visio, and PowerPoint.

Proficiency in problem solving and able to follow a systematic troubleshooting approach.

Self starter and display the ability to handle multiple responsibilities.

Ability to work under pressure and meet deadlines.

Ability to manage multiple projects and be capable of working in an environment where work priorities can change rapidly.

Excellent verbal and written communication skills in working with technical and non-technical people.

Ability to develop and maintain collaborative relationships among all levels of an organization.

Ability to work effectively in a team based environment and a demonstrated willingness to support team on all levels to get the job done.

SUPERVISORY RESPONSIBILITIES

This job does not have any supervisory responsibilities.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands, handle, feel, climb and balance. The employee is occasionally required to sit, reach with hands or arms, and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet.

Prepared By: John Hocking, Network Communications Manager

Prepared Date: October 4, 2010

Revised By: Bruce Minzenmayer, Coordinator Auxiliary Personnel

Revised Date: January 17, 2014

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.