

Job Title: **Manager – Telecommunications**



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Professional – 5

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to direct the implementation and maintenance of telecommunication systems, voice mail systems, and other related communication equipment District-wide and to monitor ongoing performance of telecommunications and coordinate the development of training for the users and the telephone technicians.

ESSENTIAL JOB FUNCTIONS

- Acts as the primary contact for service requests.
- Oversees acquisition and maintenance of all District telephone systems.
- Works closely with administrative departments, schools, and special centers to determine their telecommunication system needs.
- Develops and maintains standards and policies for telecommunication systems.
- Oversees the installation of all system programs and updates for the communication systems as well as installation and maintenance of profiles for telephone users.
- Coordinates temporary telephone system locations due to remodeling, asbestos abatement removal, and new additions.
- Trains school and District staff in the use of new telephone systems.
- Coordinates maintenance and repair of all telephone systems and all telephone lines throughout the District.
- Dispatches appropriate District personnel and/or telecommunication companies in the resolution of telephone trouble calls and repairs.
- Arranges for changes, additions, and deletions of telephone services with telecommunication vendors.
- Troubleshoots erroneous telephone bills throughout the District.
- Oversees the programming of voice mail, ACD groups, additions, moves, and changes.
- Monitors ESSX trunk circuits and performs surveys for additional circuits to ensure better access to long distance service.
- Keeps all manuals, guides and inserts updated.
- Communicates effectively with vendors, District administration and staff, school administrators, and other school-based personnel to ensure optimum and efficient use of telecommunication services.

- Responds to inquiries or concerns in a timely manner.
- Keeps Director informed of potential problems or unusual events.
- Disseminates information and current research to appropriate personnel.
- Keeps well informed about current trends and best practices in areas of responsibility.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Facilitates the development, implementation, and evaluation of staff development activities provided in assigned areas.
- Promotes and supports professional growth for self and others.
- Develops or assists in developing the department budget and monitors its implementation.
- Supervises assigned personnel, conducts annual performance appraisals, and makes recommendations for appropriate employment action.
- Prepares or oversees the preparation of all required reports and maintains appropriate records.
- Represents, consistently, the District in a positive and professional manner.
- Performs other duties as assigned

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution in Business Education, Systems Science, or Information Systems.
- Five (5) years of related experience.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display thorough knowledge of Northern Telecom and other telecommunication systems and applications, including hardware and software.
- Requires the ability to display extensive knowledge of Dimension telephone systems, Norstar telephone systems, NT Meridian SL-1 telephone systems, NT Automatic Call Distribution (ACD), NT Voice Mail distribution, NT Call Accounting, MICROTEL call accounting with programming capabilities, and knowledge of other older Bell key systems.
- Requires the ability to comprehend difficult materials and telecommunication system manuals.
- Requires the ability to communicate in technical or lay terms.
- Requires the ability to display knowledge to translate user requests into design specifications.
- Requires the ability to plan, organize, manage time, and prioritize duties.
- Requires the ability to display skills in positive people management.
- Requires the ability to display possession analytical skills for problem solving.
- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.
- Requires the ability to prepare and/or process purchase orders and maintain accountability for inventory/property management.
- Requires the ability to make recommendations that impact the budget and manage the budget within assigned department.

PHYSICAL DEMANDS

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: crouching, handling, hearing, lifting, mental acuity, reaching, repetitive motion, speaking, talking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: