

TELECOMMUNICATIONS SYSTEMS ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly technical position responsible for administering all aspects of the telephone and voice-related telecommunications systems of County Government and associated agencies. This includes but is not limited to the evaluation and selection of alternative telephone services, installation, system modifications, and maintenance of County telephone and related telecommunications systems. In addition, the incumbent will be expected to direct, lead, and participate in aspects of the planning, installation, and maintenance of the telecommunication systems. The incumbent will also assist in the preparation and monitoring of the telephone/telecommunications budget, and provide recommendations for the most cost effective and efficient use of equipment and services to support County Departments and agencies. Work is performed under the general direction of a higher level administrator, with wide leeway allowed for the use of independent judgment and personal discretion. Supervision may be exercised over technical and clerical staff.

TYPICAL WORK ACTIVITIES

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Researches, develops, coordinates, and implements County telephone and related Unified Communications Systems (UCS) and policies for all County Departments and agencies. Interfaces with County departments, service providers, equipment and software providers to determine current and future needs and direction;
2. Meets with County departments and agencies for new requirements, staff relocations, departmental moves and needs regarding the use or modification or evaluation of telephone or telecommunications equipment;
3. Assists in the development of request for proposals and request for bid specifications; review the proposals, seek clarification from vendors regarding questions or concerns in the proposals, and assist in the recommendation of a vendor or proposal;
4. Assists in the development and preparation of the annual County telephone/telecommunications budget, and monitors the appropriate budget lines throughout the year; assist clerical staff with vendor service payment questions regarding telephone or telecommunication charges;
5. Coordinates and oversees the installation, relocation, maintenance and repair of telephones and telecommunication equipment and services in County government offices and agencies.
6. Receives trouble reports from departments and take appropriate action to coordinate the resolution to the problem and service request;
7. Coordinates and communicates with telephone service providers and employees as needed to effect timely service installation, service relocation, and service restoration;
8. Maintains a current knowledge and practice of modern telephone/telecommunications technology strategies and techniques including traditional TDM, Internet Protocol (IP) telephony, UCS, and Session Initiated Protocol (SIP);
9. Establishes and maintains automated computer based data bases and spreadsheets for telephone number assignments, trouble reports, maintenance records, IP Telephone Management for MAC addresses and serial numbers, Unified Communications software and hardware inventory as required to produce relevant historical and management information.

TELECOMMUNICATIONS SYSTEMS ADMINISTRATOR (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the modern technology of telephone communications, including unified communications systems, and the principals and techniques necessary to manage these systems; good knowledge of telephone company rate structures and billing procedures, tariffs and other special charges for telephone services, and Federal and State rules and regulations impacting on telephone services; good knowledge of vendors providing telephone and other telecommunication services; good knowledge of the mechanical, electrical and electronic components of a telephone system and the ability to perform limited repairs on the equipment; working knowledge of modern governmental bidding and budgeting procedures and techniques; ability to analyze and evaluate alternative telephone and telecommunications systems, and to present recommendations; ability to read and follow blueprints and schematics for telephone and other wiring and cabling systems; ability to establish and maintain effective working relationships with others; ability to adapt knowledge to other telecommunications systems, including computer data communication networks, radio communications and electronic mail systems; ability to communicate effectively, both orally and in writing; good judgement; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- Either: (A) Graduation from a regionally accredited or New York State registered college or university with a master's or bachelor's degree in computer science, network administration, technology management, or closely related field and one (1) year full-time work experience on IP-based phone systems;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an associate's degree in computer science, network administration, technology management, or a closely related field and three (3) years of full-time work experience on IP-based phone systems;
- OR: (C) An equivalent combination of training and experience within the limits of (A) and (B) above.

SPECIAL REQUIREMENT

Possession of a valid New York State Driver License at time of appointment.

Adopted: 12/11/2015