

Coordinator: Telecommunications**GENERAL SUMMARY**

Primary function of the job is to coordinate and maintain the operations of the County's phone system and related equipment, install and maintain data/voice network cabling systems, and provide technical assistance and training on phone system operations and features to County staff. This position has responsibility for supervising and directing the work of one or more part-time staff.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. It will also require travel by the employee in the employee's own vehicle or other means of transportation.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Administers phone switch adds, moves and changes, programming and hardware.
- Monitors division budget, ensuring proper cost control method implementation and the proper processing of internal financial billing transactions.
- Operates and maintains the county's phone switch network and related equipment.
- Develops call coverage solutions to meet the specific needs of internal departments.
- Enrolls users in the call accounting software application and provides related call history reports as requested.
- Installs and maintains data and phone network cabling at multiple county building sites, which includes: scheduling and performing in-house computer and phone wiring projects; maintaining appropriate levels of inventory of wiring supplies; establishing timelines for upgrading and replacing cabling; assisting with data network equipment upgrades and installations; maintaining labeling and documentation of data/voice cabling routes and jack locations; submitting cabling bid specifications; drafting closet layout drawing for new projects; assisting in laying out phone and computer jack placement; attending construction project progress meetings; monitoring the work of external contractors; and, performing other related activities.
- Troubleshoots and resolves service problems with the phone system, voice mail, call account systems, and related items; schedules and performs maintenance procedures on phone network equipment, call accounting, and voicemail servers; tracks software versions of phone switch circuit packs and loads appropriate updates and patches.
- Participates in developing the telecommunications budget and sets billing rates to recover system operating costs.
- Oversees the processing of monthly phone bills and internal department bill backs for services provided.
- Researches new telephone technologies and recommends the purchase of new software and hardware systems.
- Participates in developing strategic planning goals for the division and determining methods to increase reliability, productivity, and lower operating costs.
- Develops and implements standards and procedures that govern the operation of the phone switch network and related systems.

- Negotiates and maintains telecommunication contracts for county and city departments and for the operation of the county's phone system.
- Prepares bids for the purchase of phone system equipment and software, cellular services, local and long distance service, and off-site phone services as applicable; tracks and renegotiates service and maintenance contracts for the county phone system and leased circuits.
- Monitors, procures, and maintains telecommunication phone lines, trunks, and data circuits leased by the county.
- Interacts with staff to analyze and resolve office phone setup issues and provide phone training.
- Operates County call accounting system, generates monthly phone bills, sets rates and service fees for telecommunications, and prepares budget recommendations and bid specifications.
- Supervises and oversees the work of part-time support staff.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associate's (two-year) degree in a related field, including course work in computers and/or telecommunication systems
- Two to four years experience with maintaining telecommunications systems
- Additional related experience and/or specialized training may substitute for all or part of the degree requirement if there is demonstrated ability, skill, and knowledge to perform the work

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

This job is not part of a series.



Grand Traverse County, MI Job Description

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is primarily performed in an office or other indoor environment
- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; use hands to finger, handle, or feel.
- May be exposed to working in close quarters, risk of electrical shock, fumes or airborne particles.
- May occasionally be required to lift/move up to 100 pounds.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Thorough knowledge of telecommunications, phone systems, data/voice network cabling, network operating systems and topologies, and networking procedures.
- Knowledge of mathematical techniques applicable to the work
- Basic knowledge of accounting and billing practices
- Proficient in the operation of personal computers, its components, auxiliary equipment and its interaction with other computer hardware
- Proficiency in English grammar, spelling, punctuation
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and vendors.
- Knowledge and ability to use a personal computer to perform required duties, as well as prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Skill in researching and resolving problems in order to ensure compliance
- Skill in assessing clients needs and in assisting clients to seek solutions to problems
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Ability to install cable and connectors, configure hardware, network connections and any software that will be utilized
- Ability to design forms and diagrams for utilization of systems
- Ability to comprehend, review and analyze complex data and follow complex instructions
- Ability to assess and provide guidance within area of specialized knowledge
- Ability to interpret and explain complex telecommunications operations and related functions in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to use County resources effectively and efficiently