



Job Description

Job Title: Networking & Voice Communications Technician JTC: TCV

Salary Range: N05

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Primarily responsible for the design, implementation, maintenance, troubleshooting and repair of DCCCD's network communications systems and infrastructure.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to design and install well-functioning computer networks, connections and cabling. Able to perform troubleshooting due to system failures to ensure long term efficiency of network. Knowledge of LAN/WAN networks, and network technologies. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment, as well as network management and security software.

Able to provide expert input related to data communications systems during project planning and design of new campus/locations, as required. Ability to monitor network performance and troubleshoot problem areas as needed, utilizing diagnostic tools and techniques.

Maintain cooperative and effective working relationships with clients and stakeholders. Ability to work closely with clients to coordinate phone systems activations.

Ability to use and understand repair manuals to identify complex problems and solve issues pertaining to computer systems and network operations. Ability to resolve incidents by replacing failed equipment or implementing software upgrades or changes.

Ability to communicate effectively with individuals from diverse backgrounds. Strong knowledge and experience providing effective customer service. Interprets policy originating from higher organizational levels, develop local policy and instructions.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High school graduate with 3 (three) years of experience in related field. On-call, work hours may extend beyond the normal eight hours, Monday-Friday workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. A valid Texas driver's license is required to due to extensive travel throughout the DCCCD area to all college/locations. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Installs, configures, maintain and repairs software/hardware in a relevant operating system environment at all DCCCD locations and provides technical support in the configuration, optimization, troubleshooting for the District related to routers, switches, servers, workstations, overall network and communication circuit support.

Provide test and evaluation support for new technology which will integrate with existing infrastructure. Deliver engineer network solutions in an Internet Protocol (IP), and Local Area Network (LAN)/Wide Area Network (WAN) environment. Responsible for responding to after-hours data emergencies either through monitoring from home or actually responding on site.

Work with diverse, multicultural contractors, vendors and stakeholders to design and implement communication systems and infrastructure solutions for DCCCD networks. Attends construction meetings to review specifications and drawing using blueprints to verify network/voice pulls and equipment.

Surveys and gather unique/specific requirements for the purpose of installing facility networking equipment and cabling. Configure, troubleshoot, and maintain Voice over Internet Protocol (VoIP) phones and Video Conferencing equipment. Install networking equipment (routers, switches, etc.) Provides LAN server support.

Must have excellent interpersonal, presentation, oral and written communication skills in order to communicate with a wide array of diverse stakeholders and constituents within the DCCCD community network. Communicates technical concepts to non-technical audiences. Prepares reports detailing the results of the test and evaluation including specific recommendations.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.