



Job Description

Job Title: Networking & Voice Communications Coordinator

JTC: TDH

Salary Range: N06

FLSA: 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

Responsible for providing specialized technical support and project management for voice and video telecommunications systems and services for the Dallas County Community College District, as well as any other technologies associated with voice and video telecommunications such wide area network connectivity, teleconferencing bridge services, etc.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience installing and supporting communications networks. Experience in network management or equivalent work experience within a converged voice and data network. Knowledge of the principles of wide and local area network. Ability to implement and monitor security measures for communication systems/networks and provide advice to establish security standards and requirements for these systems. Must understand methods of data acquisition and retrieval. Must be familiar with all Federal Communications rules and regulations. Ability to stay abreast of best practices and changes in technology.

Must be able to collect, compile and analyze information and data. Ability to solve complex strategic problems and execute against this strategy with the appropriate tactics. Demonstrated experience in reviewing, developing and implementing network improvements. Ability to plan equipment installation and schedule necessary maintenance. Acts with integrity aligned with the values and ethical standards of the organization and the district.

Ability to maintain satisfactory working relationships with diverse employees and outside technical contractors. Demonstrates an understanding of diversity and values differences. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Experience developing and executing security guidelines, plans and procedures. Ability to exercise independent judgment and decision making. Ability to multi-task and work in a fast paced environment. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Strong planning and organizational skills with the ability to facilitate and/or work on multiple projects simultaneously. Must have a proactive attitude and attention to detail. Ability to communicate



effectively with individuals from diverse backgrounds. Strong knowledge and experience in providing effective customer service.

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. May be required to lift up to 50 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus two (2) years of experience in data/voice communications including system design and troubleshooting. Work experience in data processing may be used to substitute for educational requirements on a year-for-year basis. 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. Official transcript will be required. A valid 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

Coordinates the installation of telecommunication services at DCCCD locations including service and equipment installs within the telecommunication space. Stays aware and up to date with security alerts and updates for all communication devices. Manages the programming, monitoring, configuration, troubleshooting and installation/repair of Backbone Routers/Remote Site Routers, and communications equipment. Updates job knowledge by participating in professional development opportunities; reading technical publications, etc.

Coordinates system changes required for moves, adds, and/or changes in the district telephone systems and internet service in conjunction with service providers. Places orders for new leased circuits and/or changes or disconnection of leased circuits; track to completion circuit orders; updates circuit documentation in various tracking systems; reviews billing and accounting issues; coordinates and tracks special construction projects.

Builds and maintains effective working relationships with diverse stakeholders and constituents within the DCCCD network community by listening to and resolving concerns. Consults with campus IT to coordinate the design of Educational LANs. Assigns and tracks IP addresses. Serves as backup to Network Voice Communications Technician and as liaison to contract vendors.

Responsible for backup administration of the district's telephone systems, including but not limited to daily monitoring, pre-planned switch-overs and data transfers. Responsible for the call accounting system used to track and cost all long-distance calls made throughout the District which include programming of system (rates, tables). Identifies major problems related to voice communication services and recommends course of action. Determines if problem should be referred to contracted vendor or to a consultant for guidance.

Utilizes excellent interpersonal, oral and written communication skills when interacting with diverse, multicultural individuals internal/external to the DCCCD community network. Provides excellent customer service.



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.