

## JOB DESCRIPTION

TITLE VOICEOVER IP PHONE SPECIALIST

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	High school diploma or General Education Development (GED) certificate. Experience with Voiceover IP Enterprise deployments (greater than 1,000 phones) preferred
Language Skills	Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	CISCO Certified Voice Professional (CCVP), CISCO IP Telephony Support Specialist and/or CISCO Unity Support Specialist certification preferred.
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit. The employee is required to talk and hear. The employee is required to stand and walk; use hands to finger, handle or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee occasionally lifts and/or moves up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. Close work inside of computer, constant viewing of computer monitors. The employee shall remain free of any alcohol or non-prescribed controlled

substance in the workplace throughout his/her employment by the District.

Work Environment            The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO                    Coordinator of Network Technology

#### GENERAL RESPONSIBILITIES

1. Deploys, maintains, and supports all phone devices for the Districts Voiceover IP system.
2. Creates, maintains, and supports all user accounts associated with the phone system including Unity voicemail accounts.
3. Maintains, upgrades, and troubleshoots all hardware/related software on servers belonging to the district's telephone infrastructure.

#### SPECIFIC RESPONSIBILITIES

1. Creates, maintains, and supports all phone accounts for the District's phone system.
2. Creates and supports all Unity Voicemail accounts.
3. Creates, maintains, and supports phone trees, automated calling systems, and call handlers for the District's phone system.
4. Deploys and supports all other phone devices that connect to the Voiceover IP network (i.e. analog phones, fax machines, etc.).
5. Deploys and supports all physical servers and network devices for the Voice over IP system.
6. Performs backups and all required maintenance for the Voice over IP system.
7. Regularly provides recommendations for upgrades and develops plans for upgrades to the Voice over IP system.
8. Implements new features and provides recommendations based on user requirements and demands for the Voice over IP system.
9. Applies most recent software updates and patches to the Unified Communications Manager servers on a regular basis.
10. Troubleshoots any server hardware-related issues which impact the district's telephone

system or reduce call processing functionality.

11. Installs and maintains any 3<sup>rd</sup> party applications (Interactive Voice Recognition, Mass notification services, E911/etc.) which integrate with the district's voice communication systems.
12. Immediately resolves issues with any VoIP-related protocols supporting the district phone system including MGCP, SIP, H.323, SCCP, G.723.1, G.729, G.729A, TFTP, SRST, ISDN.
13. Works with telecommunications providers/vendors on a regular basis to ensure public district telephone listing are updated with the correct information.
14. Performs other duties as assigned.