



REVISED:
07/01/2015

JOB TITLE:	VOICE ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8593
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Plans, designs, implements and supports enterprise VoIP solutions. Manages VoIP infrastructure for optimum performance and insures voice system availability, redundancy, performance and recovery/backups. Works closely with team members in the Infrastructure Services group to track, analyze, and manage call flows and other related metrics and engages directly with customers and vendors to insure uninterrupted voice services and to improve services throughout the district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Plans, designs, implements and supports enterprise VoIP solutions including Unified Communications and SIP based platforms

Installs configures, maintains, validates, troubleshoots and supports routers, switches, call manager, PBX networks and related equipment/systems and insures compliance with E911 and other FCC regulations as well as E-rate requirements

Monitors VoIP infrastructure for optimum performance, and is available on call 24x7

Insures voice system's availability, redundancy, performance and recovery/backups, and tracks and analyzes trends in call data to insure uninterrupted services to all stake holders and facilitates call reporting detail and open record requests

Completes voice system updates/upgrades to hardware and software and works closely with the Manager Network Services and other team members in the infrastructure services group to serve as the subject matter expert in assessing, designing and extending voice solutions throughout the district

Thoroughly documents telecommunication systems and system changes by employing effective change control methodologies, and provides network administration and integration as necessary; oversees moves, adds and changes (MAC) throughout the district

Manages call flows and provides call center automation assistance utilizing system APIs/scripts

Provides a high level of customer service with a sense of responsibility, and takes initiative and ownership, and engages directly with the district's customers to resolve any issues with the service

Employs excellent verbal and written communication skills and engages with staff, vendors, the state, and key customer contacts and develops and maintains relationships with clients and partners; coordinates with carriers and team members to order and maintain demarcations in a pro-active manner

Mentors and develops junior staff, keeps abreast of emerging technologies, and stays current on certifications by successfully completing updated certification exams

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field and/or three years of demonstrable experience in a directly related field

Three (3) years of experience managing voice implementation with voice equipment in a carrier/enterprise environment

Excellent written and oral communication skills coupled with proven hands-on experience designing and deploying enterprise level VoIP solutions and thorough knowledge of traditional call flows, signaling protocols, LAN switching, routing protocols, device configuration, VLAN etc.

A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

Technical certifications with vendor VoIP products

Experience managing technical support teams and enterprise VoIP implementation

Experience designing, evaluating and recommending IP solutions