

**Anoka-Hennepin Independent School District #11**  
**Job Description**

**Title:** Network Services Coordinator (Phone System Network)  
**Department:** Communications Technology  
**Reports to:** Communications Technology Manager  
**Prepared Date:** May 11, 2015

**SUMMARY OF RESPONSIBILITIES**

Responsible for the effective maintenance, availability, and uptime of the district's voice infrastructure including hardware and software applications.

**DUTIES AND RESPONSIBILITIES**

- Installs and manages the phone system network components
- Maintains and configures T1 multiplexing equipment at all district locations; reports problems to and coordinates problem resolution with service providers
- Installs and maintains Voice Mail servers
- Installs and manages district phone system remote dial-up modems and connections
- Provides primary management, support and inventory phone switches and wiring closets at all district facilities
- Maintains and documents phone system network topology hardware
- Acts as a resource for planning, implementing, and troubleshooting phone system upgrades
- Provides onsite support to solve problems related to phone system networks and peripheral equipment, including handsets and Uninterruptable Power Supplies (UPSs)
- Performs phone system adds/moves/changes as assigned by Communications Technology department staff
- Trains Communications Technology staff on phone system software programming
- Assists the Communications Technology Manager in the development and implementation of the district's long-range plan for the use the phone system network
- Manages scheduled replacement of all UPSs
- Manages the district E911 servers, coordinating troubleshooting and repair with applicable vendors
- Maintains inventory of repair parts required for supporting the phone system
- Performs other tasks and duties as assigned by the Communications Technology Manager

**SUPERVISORY RESPONSIBILITIES**

None

**EDUCATION and/or EXPERIENCE**

Requires High School Diploma or equivalent, plus two years technology or information management experience.

Bachelor's degree with emphasis in information management desired.