

Anoka-Hennepin Independent School District #11
Job Description

Title: Network Services Coordinator (Phone System Network)
Department: Enterprise Technology Department
Reports to: Director of Enterprise Technology
Prepared Date: November 2021

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

- Install, maintain, and manage both Avaya Blue (Nortel) and Avaya RED phone systems jointly in an enterprise environment. Support all phone system network components and uses their respective systems' software. Perform maintenance CLI commands on the Nortel system.
- Maintain and configure T1 multiplexing equipment at all district locations; report problems to and coordinate problem resolution with service providers.
- Install and maintain Voice Mail servers.
- Maintain and manage Voice Over Internet Protocol (VoIP) technology systems for the voice system.
- Install and manage district phone system remote dial-up modems and connections.
- Provide primary management, support and inventory of phone switches and wiring closets at all district facilities.
- Maintain and document phone system network topology hardware.
- Act as a resource for planning, implementing, and troubleshooting phone system upgrades.
- Provide onsite support to solve problems related to phone system networks and peripheral equipment, including handsets and Uninterruptible Power Supplies (UPSs).
- Perform phone system adds/moves/changes as assigned by Technology department staff.
- Train technology staff on phone system software programming.
- Assist the Director of Enterprise Technology in the development and implementation of the district's long-range plan for the use the phone system network.
- Manage scheduled replacement of all UPSs.
- Manage the district E911 servers, coordinating troubleshooting and repair with applicable vendors.
- Maintain inventory of repair parts required for supporting the phone system.
- Perform other tasks and duties as assigned by the Director of Enterprise Technology.

SUPERVISORY RESPONSIBILITIES

None

EDUCATION and/or EXPERIENCE

Requires High School Diploma or equivalent, plus five years voice/phone experience, plus two years technology or information management experience.

CERTIFICATES, LICENSES, REGISTRATIONS

None

KNOWLEDGE, SKILLS & ABILITIES

Demonstrated troubleshooting and problem-solving skills.

Excellent customer service skills.

Excellent communication skills including writing, speaking and listening.

Ability to work with diverse groups.

Ability to maintain regular attendance, which includes completing an assigned day.

Must be able to lift equipment weighing up to 40 pounds.

Ability to perform position responsibilities including physical factors, work devices and materials handling, data functions, and people functions.

Must be physically working in the buildings/on site.

PREFERRED EXPERIENCE

Bachelor's degree with emphasis in information management preferred. Experience installing and managing both Avaya Blue (Nortel) and Avaya RED phone system network components in an enterprise environment preferred. Experience in K-12 Education preferred. Previous training and/or certification with phone/voice system preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The employee will occasionally lift and/or move up to 50 pounds such as boxes of materials. The employee will sometimes push/pull items such as furniture or boxes of materials. While performing the duties of this job, the employee is regularly required to sit, occasionally walk or stand, and travel from building to other sites. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus. Some driving is required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work is performed in an office or school building. The noise level in the work environment is usually quiet.