



Job Description
Prepared/Revised: January 2024

Job Title: **Telecommunications Architect/Engineer**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Typical Work Year: **12 months**

Job Code: **090541**
 FLSA Status: **Exempt**
 Pay Range: **L10**

SUMMARY: Architect, design, implement, integrate, and maintain an efficient and forward-looking enterprise voice telecommunications systems based on the District’s business and education requirements. Provide contributions to the District’s technical vision and roadmap by providing lessons learned from industry professional awareness and top tier enterprise systems troubleshooting, incident response and analysis, threat awareness, service resilience through vulnerability analysis across the District. Ensure a strong infrastructure posture by collaborating with various District staff and departments in order to understand their communications requirements, developing, and implementing solutions to meet those requirements based on available systems and technology. Employ strong communications and organizational skills to design and maintain processes and procedures that ensure that timely, actionable, and critical information is presented to Instructional Technology (IT) leadership. Ensure broad and current technical awareness by establishing and maintaining technical and professional relationships with appropriate organizations of strategic importance to the District.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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.*

Job Tasks Descriptions	Frequency	% of Time
1. Architect technical design and engineering solutions that support a forward-looking enterprise telecommunications architecture that effectively and efficiently meets telephony and voice communications requirements of the District. Ensure that these systems are designed to efficiently achieve a high level of availability, as defined by IT leadership, in related to the specific services and business requirements.	D	20%
2. Provide support for telecommunications systems, including troubleshooting, ticket / incident response, coordination and management of third party vendor support, upgrades, and testing required to meet service level targets to all District sites and locations.	D	40%
3. Ensure timely delivery / implementation of telecommunications services, including capacity planning, vulnerability analysis, business continuity / disaster recovery planning, and testing procedures required to maintain telecommunications system readiness.	D	15%
4. Collaborate with District IT and other Departments to provide solution assessments and architecture to meet telecommunications systems support. Facilitate design, development, and implementation of available system technologies and functionality to assist with providing solutions to meet telecommunication requirements.	D	10%
5. Provide technical expertise and ensure District security and safety standards are maintained through use of telecommunications systems. Participate in regional professional organizations and peer-relationships to ensure district standards and professional practice are meeting due diligence and best practice expectations. Provide oversight to ensure technical changes accurately address standards and any reported issues.	D	10%
6. Perform other duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor’s degree in computer science, engineering or a related field. Four (4) additional years of enterprise telecommunications experience may be substituted for this requirement.
- Minimum of three (3) years telecommunications experience in the installation and maintenance of a multi-site enterprise VoIP telephone system
- Minimum five (5) years telecommunications experience including installation and maintenance of telephone systems, analog / digital circuits and trunks, voice mail, and IVR, ACD, and call recording systems

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced knowledge of VoIP system design, installation, and maintenance
- Advanced knowledge of telecommunications circuits and trunks, including centralized SIP trunking
- Advanced knowledge of voice mail and voice mail systems, including IVR, ACD, and call recording systems
- Advanced knowledge with providing high levels of uptime, business resilience, and disaster recovery
- Experience working in large and complex environments supporting multiple systems, applications, and thousands of users
- Advanced critical thinking and problem solving skills
- Ability to maintain confidentiality in all aspects of the job
- Strong organizational skills and ability to manage multiple tasks with frequent interruptions
- Strong commitment to customer service including the ability to diffuse and manage volatile and stressful situations
- Strong oral and written communication skills, including the ability to communicate effectively with staff with various levels of technical ability
- Ability to accept shifts of on call assignment, responding to urgent calls on a 24/7 basis
- Ability to promote and follow Board of Education policies, District policies, building and department procedures
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced knowledge of multi-site enterprise VoIP architectural designs, system availability and health assurance, monitoring, reporting, and resiliency
- Advanced knowledge of telecommunications services monitoring and troubleshooting
- Advanced knowledge of support and telecommunication services for industrial / business automation and alarm systems
- Knowledge of virtualization technologies

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, IT Infrastructure & Ops	130901

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute				X
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile				X
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X

Ability to adjust focus	X
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NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	