PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA

PCSB: 8900
Pay Grade: E07

FLSA: Exempt
PTS

UNIFIED COMMUNICATIONS SYSTEMS ADMINISTRATOR

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Computer Science or a related field. Certifications including Cisco Certified Network Associate (CCNA) voice/CNNA Collaboration or Cisco Certified Network Professional (CCNP) collaboration with five years' experience supporting an enterprise unified communications system. OR Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities to perform the essential duties and responsibilities of the position.

MAJOR FUNCTION

Performs highly technical and analytical work in the design, installation, documentation, support, and maintenance of districtwide voice and video communications systems. Responsible for the daily management and integrity of all unified communication systems including call center management software. This position requires an extensive understanding of Cisco Unified Communications Systems that are critical to the daily function and safety of the Pinellas School district students, employees, and facilities.

ESSENTIAL RESPONSIBILITIES

Must have an in-depth understanding to design, implement, diagnose and upgrade for the following systems.

- Cisco Unified Communication Manager (CUCM) and the virtual machine (ESXi appliances) on which call managers reside.
- Cisco Unity Connection Unified voicemail.
- Cisco Contact Center Express including advance scripting and finesse for call handling in call centers.
- Cisco Emergency Responder (CER) and the associated messaging.
- Cisco Instant Messaging and Presence servers.
- Cisco Unified Attendant Console (Standard edition).
- Cisco Quality Manager (AQM) for recording and archiving of call center communications.
- Informacast by Singlewire IP paging software.
- Provides technology assistance to customers via email, telephone and in person throughout the district.
- Maintains technical knowledge on the above systems on an ongoing basis.
- Develops and presents district training materials for both technical and end user operation of systems and endpoints.
- Develops and organizes documentation related to the design of the systems to facilitate maintenance of the systems.
- Prepares and manages team prioritization, project tracking, and resource allocation.
- Performs other related duties as required.

TERMS OF EMPLOYMENT

Salary and benefits will be paid consistent with the district's approved compensation plan. The district shall establish the length of the work year and hours of employment.

Performance of the job will be evaluated in accordance with the provisions of the school board's policy on evaluation of personnel.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

HISTORY OF JOB CLASSIFICATION

ISSUED: 07/10/16 CH; BOARD APPROVED: 08/23/16;

UNIFIED COMMUNICATIONS SYSTEMS ADMINISTRATOR

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds				X	
2. Lift objects weighing 21 to 50 pounds				X	
3. Lift objects weighing 51 to 100 pounds				X	
4. Lift objects weighing more than 100 pounds				X	
5. Carry objects weighing up to 20 pounds				X	
6. Carry objects weighing 21 to 50 pounds				X	
7. Carry objects weighing 51 to 100 pounds				X	
8. Carry objects weighing 100 pounds or more				X	
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time				X	
11. Standing for more than two hours at a time				X	
12. Stooping and bending				X	
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects				X	
19. Proofreading and checking documents for accuracy					X
20. Using a computer to enter and transform words or data					X
21. Using various technology tools					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions				X	
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions				X	
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls				X	
26. Operating automobile, vehicle, or van				X	
27. Other physical, mental or visual ability required by the job				X	