

Job Title:	Technology Services Communication Systems Coordinator	Wage/Hour Status:	Exempt
Reports to:	Director Technology Services Applications	Pay Grade:	506
Dept. /School:	IT	Date Revised:	May 4, 2023

Primary Purpose

Develop and manage reliable, efficient, and cost-effective special system designs and solutions for the district, assessing current needs and future growth requirements, while considering cost constraints. Provide daily support of voice moves, add, and change for District campuses and administrative offices.

Qualifications**Education/Certification**

Bachelor's Degree in computer science or related field; and Three (3) years experience managing telecommunications (PBX, Voice over Internet Protocol (VOIP) and related integrated systems for an organization comparable in size and scope to EPISD

OR

High School Diploma/GED and eight years' experience (in the areas indicated above)

Special Knowledge/Skills

- Knowledge of PBX-related hardware components and ancillary equipment
- Knowledge of network equipment, including routers and switches
- Knowledge of WAN/LAN, TCP/IP, structured cabling systems, video distribution systems, and radio communication systems
- Knowledge in developing and reviewing bids and requests for proposals for procurement of telecommunications services and equipment
- Excellent communication and interpersonal skills
- Strong analytical and organizational skills
- Ability to perform as a team player and generate team consensus
- Ability to manage multiple projects applying project management best practices
- Ability to deliver services based on information technology service delivery best practices

Major Responsibilities and Duties

1. Manage the daily operations of the telecommunications unit and ensure voice systems are functioning properly; preventative maintenance and carry out required installation.
2. Responsible for emergency voice recovery and coordinate resolution with service providers.
3. Prepare operational reports and analysis to make recommendations for cost reductions.
4. Manage the aspects of telecommunications, including vendor negotiation and billing, voice mail systems, video distribution systems, cabling infrastructure for voice/video/data, phones and phone systems, radios, and antenna repeaters.
5. Document and maintain telecommunication databases.
6. Train District users on new and current telecom equipment and procedures.
7. Supervise vendors and staff members toward completion of tasks and assignments to ensure continuity of service.
8. Assist in presentation of information to management resulting in purchase and installation of hardware and software.
9. Work with District WAN Division to ensure continuity in WAN service and work toward converging voice onto the District WAN with Voice over Internet Protocol (VOIP).
10. Assign, coordinate, and inspect work conducted by contracted service providers for telephone/PBX, two-way radio and antenna/repeater systems, video systems and structured cabling operations.
11. Review plans and specifications submitted by the architects and engineers for compliance with District standards and the educational specifications on the specific project.

12. Provide technical assistance to the district departments regarding telecommunication, audio/visual, and integrated communication systems.
13. Assist in establishing and maintaining technical standards for school construction.
14. Manage the aspects of problem resolution for incidents related to technology related communications services.
15. Define standard operating procedures to maximize the quality-of-service delivery.
16. Implement controls to increase the security of telecommunication equipment and services.
17. Perform other duties as assigned by supervisor.

Communication

Consistent and professional interaction with the IT management and staff. Routine contact throughout the Network Services Department to ensure service levels are met/exceeded. Prioritize and address District users' needs and demands in a professional manner and provide follow-up and develop cooperative relationships. Must develop and maintain professional relationships with vendors/service providers outside the district.

Supervisory Responsibilities

Supervise assigned personnel and contracted service providers

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Frequent District-wide travel. Occasional prolonged and irregular hours, with availability for emergency coverage.

Terms of Employment

226 days; salary to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

182461 Technology Services Communications
Systems Coordinator

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.