

CLARK COUNTY SCHOOL DISTRICT

HUMAN RESOURCES DIVISION

TELECOMMUNICATION SERVICES MANAGER

Class Code: 7196

Job Family: Skilled Trades/Technicians

Classification: Support Staff

Terms of Employment: Pay Grade 59 on the Support Staff Salary Schedule

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Under direction, supervises communication equipment installer/repair supervisors and manages all district WAN Voice/VoIP Carrier Class communication systems installation and repair and WAN classroom data switch installation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Supervises communication equipment installation/repair supervisors and contracted services.
2. Manages installation and monitors the operation of complex Carrier Class Voice/VoIP communications systems.
3. Manages installation of classroom data switches and WAN/Voice connectivity.
4. Manages installation and password control for all teacher and administrative voice mailboxes.
5. Conducts evaluation of various systems in use and prepares plans, specifications, and cost estimates for those systems requiring upgrade or replacement as requested by the Coordinator of Telecommunication Services.
6. Assists in reviewing plans and specification of projected WAN/Voice communication equipment for new construction, building additions and site alterations.
7. Assists in developing parameters for District voice communications standards.
8. Assists in reviewing, ordering, and receiving all Wan/Voice communications equipment.
9. Assists communication equipment installer/repairers with installation and repair issues.
10. Supervises inventory control of voice communication equipment.
11. Monitors call traffic usage (to determine when to order more service from provider) of WAN/Voice communication equipment and recommends for expansion of equipment or services as needed.
12. Coordinates work with school activities and other trades.
13. Maintains database records and prepares applicable reports.
14. Performs installation and/or repairs of communication equipment during emergency situations, as needed.
15. Prepares evaluations of assigned personnel.
16. Conforms to safety standards as prescribed.
17. Performs other tasks related to the position as assigned.

DISTINGUISHING CHARACTERISTICS:

Involves managing the installation and ongoing maintenance of all WAN/Voice communication systems and supervision of Communication Equipment Installer/Repair Supervisors.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of electronic theories.
2. Knowledge of telephony theory.
3. Knowledge of analog and digital transmission concepts.
4. Knowledge of Voice over Internet Protocol (VoIP).
5. Knowledge of Ethernet networks.
6. Knowledge of computer operation and software applications.
7. Ability to troubleshoot and install converged digital and VoIP telephone systems.
8. Ability to troubleshoot and install data transmission systems and fiber optic cabling systems.
9. Ability to distinguish color-coded wires.

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10. Ability to read and understand schematics and building blueprints.
11. Ability to read and interpret written and oral instructions.
12. Ability to safely move and relocate heavy objects.
13. Ability to operate hand and power tools and equipment associated with trade.
14. Ability to learn and use various complex computer software applications.
15. Ability to work flexible hours or shifts.
16. Ability to work in confined areas.
17. Ability to withstand heights and perform work safely.
18. Ability to work cooperatively with employee, contractors, public agencies and the public.
19. Ability to recognize and report safety hazards and apply safe work methods.

POSITION REQUIREMENTS:

Education, Training, and Experience:

1. High school graduation or other equivalent, (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.).
2. Eight (8) years experience in the installation/repair of telecommunication equipment which includes a minimum of four (4) years supervisory experience; or,
3. Associates degree in electronics plus six (6) years experience in the installation/repair of telecommunication equipment, which includes a minimum of four (4) years supervisory experience.

Licenses and Certificates:

1. A valid driver's license that allows the applicant / employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of driving history issued by the Department of Motor Vehicles at time of application or Qualified Selection Pool (Q.S.P) placement and at time of interview prior to final selection.

Preferred Qualifications:

1. Possess physical and mental stamina commensurate with the responsibilities of the position.
2. Possess personal characteristics, including but not limited to poise, perspective, integrity, flexibility, and personal appearance necessary for success in the Clark County School District.

DOCUMENT(S) REQUIRED AT TIME OF APPLICATION:

1. High school transcript or other equivalent, (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.).
2. A valid driver's license that allows the applicant / employee to legally operate a motor vehicle in Nevada.
3. Current copy of driving history issued by the Department of Motor Vehicle.
4. Specific documented evidence of training and experience to satisfy qualifications.

EXAMPLES OF ASSIGNED WORK AREAS:

Clark County School District facilities – office, school (classrooms, computer labs, mechanical equipment rooms, cafeterias), construction sites, etc.

WORK ENVIRONMENT:

Strength: Medium/heavy – Exert force 50-100 lbs. frequently, or 10-250 lbs. constantly. May involve significant stand/walk/push/pull/carry.

Physical Demands: Frequent stopping, kneeling, climbing, crouching, reaching, handling, repetitive fine motor activities, and feeling. Occasional talking, hearing and balancing. Mobility to work in a typical office setting and use standard office equipment. Vision to read printed materials, VDT screens or other monitoring devices. Hearing and speech to communicate in person or over the telephone. Frequent near acuity. Occasional far acuity and color vision.

Vision: Frequent near and far acuity, depth perception, focal length change and color vision.

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Environmental Conditions: Varies from a climate controlled office setting to work out doors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud and occasional to frequent time periods and constant electrical shock hazards.

Hazards: Furniture, playground/office equipment, communicable diseases, chemicals (as related to specific assignment), and power/hand operated equipment and machinery (as related to specific assignment).

EXAMPLES OF EQUIPMENT/SUPPLIES USED TO PERFORM TASKS:

Hilti Gun, Greenlee Knockout sets, operation genie lifts, electrical cable pullers, drill motors, personal and laptop computers, power and hand tools, soldering irons/guns, ladders, test equipment, fiber optic tools, exposure to UV solder, loud and occasional to frequent time periods and constant electrical shock hazards.

EQUAL EMPLOYMENT OPPORTUNITY – AFFIRMATIVE ACTION

The Clark County School District is an equal opportunity employer and will not knowingly discriminate in any area of employment. Those include discriminatory recruiting and hiring practices against any United States citizen or legal alien on the basis of race, color, creed, religion, sex, age, marital status, national or ethnic origin, or disability and shall extend to working conditions, training, promotion, and terms and conditions of employment.

Individuals with a disability who require reasonable accommodation(s) during any step of the screening process or who have questions about qualifications should notify a representative in Support Staff Personnel Services. Notification may be made in person, in writing, or by calling: (702) 855-5444.