

Chittenden Central Supervisory Union
Job Description

JOB TITLE:	VOiP Network Manager
FLSA STATUS:	Non-exempt
UPDATED:	August 10, 2006

POSITION OBJECTIVES:

To effectively serve and assist the Information Technology Department by coordinating and performing a variety of key technical, supervisory, financial, and administrative functions; and to manage and monitor the VOiP telephone network services throughout the supervisory union. To assist in maintaining a professional, friendly, positive and respectful work atmosphere with an emphasis on teamwork and providing effective and timely direct service to the clients and customers, and other service groups as needed or requested. Act on Director's behalf as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

VOiP MANAGEMENT DUTIES

- Implement TAPIT, a real-time call management and accounting software package designed to report on the telephone activity of the District.
- Identify and control expenses, provide statistical information and assist in overall management of the District's telephone data via TAPIT software.
- Document logins, procedures and train backup for TAPIT Server and Reports.
- Document logins, procedures and train backup for using the Mitel 3300 Integrated Communication Platforms to maintain and update the District's VOiP system; to include but not limited to multiline set configuration, key assignments, busy lamps, Class of Service and Class of Restriction.
- Document and understand usage of Enterprise Manager Server to manage the various Mitel 3300 ICPs in the District.
- Document and manage voicemail via the 6510 System Manager Server; to include but not limited to tutorials, timestamps, message playback, message lights, unified messaging, mailbox addresses and passwords, phone trees, and auto attendants.
- Review and manage the Maintenance and Diagnostics Logs on a daily basis to monitor and manage alarms that may have been triggered. Alarms to be researched, corrected as needed and reset.
- Comprehensive understanding of the entire VOiP system is required in order to know who to call and what to convey when a failure occurs.
- Document and educate appropriate people regarding Network Fail and or Power Failure procedures, ie LIM modules and power failure lines. Each location will need to have this documented for them and educated (reminded) once or twice a year.
- Maintain documentation and be available to train various areas on their phone trees and auto attendants.
- Order and install DESI software phone labeling system. Maintain DESI library of current user labels so soft key changes can be updated, printed and new labels deployed to user with minimal effort.
- Maintain a list of experts to contact as to support with Fire and Building Codes, the Americans with Disabilities Act, E911, Carrier Services, Elevator Inspectors & Codes
- Maintain E911 database for the phone system. Regulations require this database to be updated within 24 hours of a change being made. The data base will be sent to Tel Cove who will then send it on to the PSAP. Tel Cove will confirm the PSAP has received the updates.
- Recommend test and troubleshoot all auto attendant scripts district wide.
- Review data concerning long distance calls with special attention on defending our network from abuse.
- Using the three advanced tools provided by our Mitel System maintain, configure and troubleshoot all district phones in all 13 locations.
- Coordinate individual and group training for new district employees as well as those that need review.

- Create, update and delete internal phone numbers and mailboxes as needed.
- Document and disseminate emergency procedures relating to the phone system.
- Review phone logs for moved or disconnected phones every 24 hours until the process is automated.
- Work with the phone vendor to keep the phone system in optimal condition in regards to updates, enhancements and emerging technology.
- Plan, monitor and evaluate additional voice network services in addition to existing services.
- List contacts for PSAP and vendors in the voice network arena.
- Cultivate cooperation and monitor service level with all voice network vendors.
- Oversee the physical layout, deployment and configuration of all phones.
- Maintain database via Tech sub inventory of bar-coded phones.
- Keep an inventory of x number of phones for replacement due to abuse or malfunction.
- Recommend and enforce specific headset models district wide.
- Create a schedule to verify semi-annually phone location and operation of the system for each location in the district.
- With the assistant of our phone consultant review all phone-related bills, paying particular attention to possible over billings, volume trends, and outages.
- Monitor the timely and efficient billing of individual schools or locations via the tools in the Mitel system.
- Monitor and if needed assist in the negotiation of Mitel system contracts, point-to-point T-1 lines and emergency support.
- Document and train appropriate personnel on the call procedures for life threatening, nuisance or harassing calls.
- Distribute and monitor TelCove calling cards to each District entity.

I.T. ADMINISTRATIVE DUTIES

- Oversees the development, maintenance and distribution of variety of written documents related to I.T. functions, such as agendas, memos, general forms, reports, policy statements, procedure manuals and other informational materials as needed or requested.
- Participates in planning activities and special projects related to I.T. functions, with a focus on: researching and/or compiling background information/data; drafting outlines, policies, procedures, schedules, forms, and other related material; creating and running specialized reports; coordinating the implementation of new program plans or operating policies/procedures/schedules; and the like.
- Plans and prepares a variety of regular and special reports related to assigned functions, involving background research, compiling and analysis of data from a variety of sources.
- Confers regularly with the I.T. personnel, school administrators, staff, and faculty to plan, evaluate and coordinate programs/activities/projects/policies, exchange information, investigate and resolve problems, and the like.
- Serve as liaison with students, faculty, staff, parents, Board members, alumni, vendors, and/or other key internal and/or external constituency: present information on assigned programs; explain, interpret and enforce standard policies and procedures; process special requests; discuss, investigate and resolve problems, referring to supervisor and advising on appropriate action to be taken as necessary.
- Keeps abreast of current CCSU policies and procedures, school operating practices, and other relevant regulations & legislation, and helps communicate and enforce compliance with such.
- Assists in departmental budget planning.
- Researches, develops, compiles, and applies for grants. Manages grants that are awarded.
- Initiate cost saving systems as needed district wide.
- Review and analyze all trends, contracts or volume purchases relating to the IT budget.
- Plan, coordinate and carries out all daily activities/operations related to assigned administrative functions.
- Create and implement in conjunction with Maintenance a District-wide Procedure Policy for construction and moves as it relates to computers and telephones and E911.
- Create and implement in conjunction with Central Office a Procedure Policy for new hires, resignations and terminations to streamline including but not limited to the process of setting up new accounts, computer and telephone training, passwords, keys, badges, office space, SASI, etc.

- Work in conjunction with CCSU Emergency Committee to create and maintain four Emergency Procedure Boxes to include procedures, additional telephones, timelines, cabling, student dismissal, etc. Create a process for these to be deployed during real emergencies and during practice drills.
- Assist Director in keeping IT's top eight projects as assigned by the CFO moving forward, assign tickets to Network Administrators and Technicians, update MS Project, follow-up on assignments and help prepare for the monthly CCSU status meeting.

SUPERVISION RECEIVED: Reports to and evaluated by the Director of Information Technology. Receives work directives from the Director of Information Technology and/or his/her designee.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, in addition to the following:

- **Education and Experience.** Bachelor's degree in business or related field, plus two years of relevant work experience; or, a combination of education and experience from which comparable knowledge and skills are acquired. Some bookkeeping/accounting training or experience may be desirable.
- **Language Skills.** Ability to read and interpret documents such as policies, operating practices, and procedure manuals. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from parents, students, community members, board members, administrators or employees of organization.
- **Mathematical Skills.** Ability to calculate percentages, proportions, averages, and other concepts of basic algebra.
- **Computer Skills and Experience.** Proficient with Microsoft Project, GroupWise mail system, and user creation for Novell. Understanding of File Maker Pro server processes. Strong skills and experience with Microsoft Office products. Some computer repair maintenance skills or knowledge (hardware) desirable. Previous experience with computerized information systems required.
- **Reasoning Ability/Mental Requirements.** Excellent analytical/problem-solving skills. Demonstrated ability to use discretion and independent judgment. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply a variety of instructions/policies/procedures/practices furnished in written, oral, diagram, or schedule form.
- **Communication & Interpersonal Skills.** Excellent oral and written communication skills. Proven ability to work cooperatively and effectively as part of a team. Ability to communicate courteously, efficiently and effectively with a variety of individuals, including faculty, staff, administrators, co-workers, community members, parents, students, media and representatives of outside organizations.
- **Other Personal Characteristics.** High accuracy & attention to detail. Strong organizational skills. Proven ability to work effectively without specific direction, and with minimal supervision. Broad base of general clerical/secretarial skills. Good basic administrative skills. Experience in organizing and maintaining moderately complex filing and records systems.

PHYSICAL EFFORT AND STRESS. Physical ability to perform the essential functions of the job as outlined above, in addition to the following:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk and hear. The employee is frequently required to stand and walk. The employee is regularly required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

WORKING CONDITIONS: While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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This general outline illustrates the type of work, which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.