

Telecommunications Specialist (VoIP administrator)
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=252423>

Downloaded On: Jan. 30, 2025 10:08pm

Posted Jan. 30, 2025, set to expire Feb. 20, 2025

Job Title	Telecommunications Specialist (VoIP administrator)
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Jan. 30, 2025
Application Deadline	02/20/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description

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Telecommunications Specialist (VoIP administrator)

Salary: \$82,646.00 - \$101,643.00 Annually

Location: SCCCD District Office - Fresno, CA

Job Type: Permanent

Division: DO Information Systems

Job Number: 2025002

Closing: 2/20/2025 11:59 PM Pacific

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General Purpose

Under general supervision, plans, schedules, coordinates, operates and maintains voice telecommunication systems that provide effective, reliable and secure internal and external communication services District-wide; oversees the day-to-day administration, maintenance and support of a variety of voice communication systems, networks and equipment including PBX and Voice Over IP (VoIP) systems, boxes, elevators, emergency broadcast systems, e-Fax system, AV systems and voice mail servers; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Performs specialized and technical support duties related to troubleshooting, installing, configuring, and maintaining the District's telecommunication systems; analyzes, tests and evaluates network systems for voice and data communications; provides technical assistance to Network and Systems Administration staff in support of networked telecommunication systems; identifies and resolves problems and recommends adjustments to enhance productivity and efficiency.
- Installs and configures telecommunications and related computer hardware, software, programs and applications; installs, maintains and repairs communication wiring for voice, data, video and related equipment; tests and troubleshoots to ensure functional operation; works with campus technology staff to coordinate installations, adds, moves and changes to telecommunication systems.
- Configures automated network services (voice mail, identity management, converged voice/data services); optimizes the network to maximize reliability while minimizing support costs; adapts and modifies existing software to meet specific needs.
- Monitors servers and network equipment for response time, problem prevention, performance and resource utilization; implements actions to overcome result deviations.
- Helps coordinate telecommunication development projects; recommends staffing, materials and equipment needs; estimates costs and timeframes; communicates with vendors and serves as the project liaison; provides leadership to assigned support staff; provides project updates to management.
- Assesses institutional needs and recommends new technologies for the District's telecommunication network; assists with the evaluation, selection and acquisition of new network hardware and software solutions; confers with vendors and/or other agencies as needed;

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researches options and analyzes costs/benefits of implementation; analyzes integration issues; determines communication requirements for new equipment installation; prepares reports and recommendations for management regarding the purchase of hardware, software and peripherals.

- Researches, evaluates and recommends equipment, tools and utilities to improve the quality of support for telecommunication services; recommends procedures, structures and contracts for support and maintenance of equipment; provides ongoing assessment of security risks; recommends proactive measures to maintain the integrity of the telecommunication network; implements approved telecommunication security procedures.
- Supports large-scale implementation of new telecommunication network processes, upgrades and equipment rollouts; implements District-wide network upgrade strategies and procedures; troubleshoots and resolves conversion and implementation problems; assists with acceptance testing for new telecommunication cabling installation performed by contractors or consultants.
- Prepares and updates telecommunication activity logs and reports; prepares specifications and requisitions for telecommunication supply needs.
- Orders and maintains appropriate level of telecommunication equipment and supplies.
- Functions as the primary contact for District and College technical staff on telecommunication issues; trains users on proper use of equipment.
- Backs up Audio Visual Technician including setting up equipment for trainings, public outreach and special events including amplifiers, wired and wireless microphones, speakers, equalizers and cabling; operates complex computer content display systems; monitors equipment functionality during events and troubleshoots any equipment failures; documents equipment usage and maintains an inventory database of AV equipment; handles surplus equipment functions following established procedures; may assist in training end users on equipment operation.
- Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

- Serves as the primary contact with equipment vendors and the local telephone provider.
- Monitors trends and developments in systems telecommunication technologies; consults with vendors and other sources on industry and product direction, functionality and capabilities.
- Attends various meetings and participates on committees as required.
- Performs related duties as assigned.

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Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Current voice communication technologies including PBX, Voice Over IP, auto attendants, call centers, hunt groups, voice gateways, analog lines and devices, emergency call boxes, elevator phones, Exchange voice mail systems, emergency broadcast systems and eFax systems.
- Principles, practices and methods of installing, troubleshooting, repairing and maintaining a multi-campus college telecommunication system.
- Equipment, tools and utilities used to maintain telecommunication systems.
- Project management techniques.
- Configuration of telecommunication-related automated network services.
- Telecommunication service providers and supply vendors.
- Local and statewide telephone providers.
- District procurement procedures utilized for telecommunication-related supplies and equipment.

Skills and Abilities to:

- Install, troubleshoot, maintain and program voice system applications including VoIP systems.
- Perform adds, moves and changes to VoIP and call accounting systems.
- Operate and maintain large-scale PBX, VoIP and auto attendant call center systems.
- Maintain and repair communication wiring for voice, data, video and related equipment.
- Prepare and update telecommunication activity logs and reports.
- Work with District and campus technical staff to coordinate installation activities.
- Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE

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An associate degree in communications, computer science or a closely related field, and three years of progressively responsible experience performing telecommunication support functions involving troubleshooting, installing, configuring and maintaining telecommunication systems and equipment; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stand, stoop, kneel, bend, ascend and descend ladders and stairs, and lift and/or move up to 25 pounds and occasionally up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus and identify colors.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically work in office conditions where the noise level is low. Some work is performed in

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confined spaces and occasionally on ladders.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

APPLICATION SUBMISSION

To move forward in the selection process, you must complete an online application through our web site at <http://www.schooljobs.com/careers/scccd>. Please attach to your application a copy of your degree or transcripts (must include when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

ONCE YOU HAVE SUBMITTED YOUR APPLICATION YOU WILL NOT BE ABLE TO MAKE REVISIONS TO YOUR APPLICATION MATERIALS.

When completing the application, please make sure you include ALL current and previous employment in the Work Experience section of the application and complete ALL fields, including the name and contact information for your supervisors. Experience that is included in the resume but not in the Work Experience section of the application may not be considered for the purpose of determining whether you meet the minimum qualifications.

All required documents must be submitted by the applicant. Personnel Commission staff will not upload your documents for you. The State Center Community College District does not accept letters of recommendation for classified positions. Please do not attempt to attach letters of recommendation to your application.

APPLICATION REVIEW AND ASSESSMENTS

The application review process includes an evaluation of training and experience based on given application information and answers to supplemental questionnaire. Only the most qualified applicants, who pass the minimum qualifications review, will be invited to the assessment process.

The assessment process will include a competency assessment (45% weight) and an oral interview assessment (55% weight). Of those achieving a passing score on the competency assessment, only the most qualified candidates will be invited to the oral interview assessment. Passing score is 75% out of 100% on each assessment section.

INITIAL TESTING TENTATIVELY SCHEDULED FOR:COMPETENCY ASSESSMENT: FEBRUARY 28, 2025

ORAL INTERVIEW ASSESSMENT: MARCH 13, 2025



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The assessment process / assessment date is subject to change as needs dictate. All communication regarding this process will be delivered via email to the address listed on your application.

ELIGIBILITY LIST

Candidates who attain a passing score on each part of the assessment will be placed in rank order on a district wide Open-Competitive List. Using the same process, a separate Promotional List will be established and both Lists will be used concurrently. **The eligibility list will be used to fill current vacancies in this classification Districtwide for at least six (6) months. The current vacancy is at the District Office.**

PASSING THE ASSESSMENTS AND BEING PLACED ON THE ELIGIBILITY LIST DOES NOT GUARANTEE AN OFFER OF EMPLOYMENT.

ACCOMMODATIONS

Individuals with disabilities requiring reasonable accommodation in the selection process must inform the State Center Community College District Personnel Commission Department in writing no later than the filing date stated on the announcement. Those applicants needing such accommodations should document this request including an explanation as to the type and extent of accommodation needed to participate in the selection process.

SCCCD is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4807414/telecommunications-specialist-voip-administrator>

Contact Information



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Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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