

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Telecommunications Coordinator	<u>CLASS NUMBER:</u> 30302	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N13	<u>POSITION CONTROL #:</u> 100803
<u>POSITION LOCATION:</u> 1721 Northland Park Ave, Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, IT (100800)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Telecommunications Coordinator classification is to supervise telecommunications technical staff, maintain telephone and voicemail systems and to respond to and correct problems related to both systems.

JOB DUTIES:

Responsible for day to day support of the telecommunication infrastructure including: PBX systems, voice mail, call management servers, call recording, and CTI applications. Support multiple PBX and Centrex systems in multiple locations. Handle call center applications and IVR routing. Perform telecommunications administration duties such as setting up new phones, features, groups, call routing, etc. Arrange meetings to schedule work regarding outstanding telephone issues/upgrades for improving service and options for corporate telecommunication needs. Provide training of the telecommunications features and functionality. Daily monitoring of the PBX and related equipment for proper functionality and up-time. Develop procedures and documentation in regards to the overall telecommunications setup/infrastructure including use, support, security, backups, etc. Review, analyze and evaluate the telecommunications system for future growth and expansion. Oversee all telecommunications related projects and delegate tasks necessary to complete the project.

Answer technical questions. Perform telecommunications troubleshooting to isolate common connectivity problems. Refer all major hardware problems to service personnel for correction in a timely manner. Respond to electronic mail request on problems and schedules repair. Diagnose system hardware, software and operator problems. Perform appropriate actions to correct problems based on knowledge of system operation. Correct software problems in the telephone systems. Create voicemail boxes and/or automated attendants boxes for county employees. Handle invoices, vendor management and assist with budget.

Maintain inventory of all hardware and software as it relates to the telecommunications equipment, servers, computers, etc. Maintain complete inventory of cabling records for the county's buildings and telephone number locations. Determine project plans for installing, upgrading, or modifying such things as telephone system functionality, telephone services, etc. Supervise vendor contract installations and repairs of telephone equipment and repairs. Supervise contracted vendor for the agency's telephone system.

Maintain and monitor system backups of all telecommunications equipment as part of the disaster recovery policy. Design test case scenarios for installations, upgrades or modifications.

Attend meetings in support of agency's requests for telecommunications budget and inventory of communication equipment. Prepare proposals for equipment purchases. Identify any software licensing needs. Provide weekly updates, status and completion information to supervisor. Maintain records of work performance in case of management questioning. Completes moves, additions and changes. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting; inventory control; employee training and development; leadwork; public relations; agency policy and procedures. Skill in equipment operation. Ability to define problems; collect data, establish facts and draw valid conclusions; read and record figures accurately; prepare meaningful, concise and accurate reports; cooperate with coworkers on group projects; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High School diploma or GED with some vocational coursework with five (5) years of telecommunication or related experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, and to act on employee problems.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date