

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

### **CLASS TITLE: COMMUNICATION SYSTEMS COORDINATOR**

### **FLSA STATUS: NONEXEMPT**

### **BASIC FUNCTION:**

Under the direction of an area administrator, design, engineer, coordinate, install, test, repair and maintain the District's complex telecommunications and data communications systems to ensure operability and reliability. Systems include but are not limited to, all District voice and data systems, T1s, PRIs, Centrex and Analog lines, Cisco VoIP, Nortel PBX, voicemail, ACD, Enhanced 911, cellular, and wireless VoIP. Provide technical training and work direction to other assigned staff.

### **REPRESENTATIVE DUTIES:**

Analyze, design, coordinate, install, test, repair, and maintain the District's telecommunications and data communications systems, including, but not limited to communication systems hardware and software configuration, telephone registration, PBX systems and attendant consoles, new and existing phone and intercommunication systems, programming, operation, changes to existing infrastructure, upgrading, and troubleshooting. *E*

Identify existing and emerging technologies and evaluate their applicability for future District and system needs. *E*

Coordinate and perform adds, moves and changes to communication system technology and equipment including setting up and configuring new and existing Local Area Networks (LANs), related systems and peripheral equipment applications. *E*

Utilize technical database tables and programs, and accepted engineering practices and codes to design, engineer, coordinate, analyze, install, maintain, back-up, troubleshoot, repair and execute system configurations, operations and malfunctions, including but not limited to new and existing in-house telephone and data lines. *E*

Design, engineer, manage, install, configure, test, manage, maintain and repair all communication lines and trunks for life-safety alarms (fire, burglary/robbery, elevator emergency); security surveillance cameras; keycard lock systems; marquee; T-1 and ISDN lines; radio-telephone setup allowing telephone access direct to campus police department radios; maintenance and operations department base station; Ram Talk lines; Parlance "Name Connector" lines and name recognition system; virtual voice-mail box system for adjunct, complex automated attendant and menu prompt answering system. *E*

Engineer, design, coordinate and perform installation, maintenance and repair of new and existing phones, data modules, attendant console and various related equipment; use various hardware and software applications to download, upload and control remote devices. *E*

Monitor network performance to identify and resolve network congestion or weakness; includes working directly with Cisco technical support to resolve problems and outages, and to map out solutions for new network opportunities.

Inspect and ensure all work related to communications systems performed by outside contractors and assigned staff, has been completed in accordance with contract requirements, applicable codes and engineering standards. *E*

Provide technical training and coordinate work requests for other assigned staff members; serve as a technical resource for District technical staff, faculty and administrators regarding communication systems operation, capabilities, features, software, configuration and equipment. *E*

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Proper methods and procedures to design, engineer, coordinate, install, repair, test and maintain telecommunications, data communications, and related communications systems and equipment including PBX, Nortel, Cisco VoIP, wireless, cellular and e911.

Technical aspects of database tables and programs to install, repair and maintain telecommunication systems and configurations.

Proper methods and procedures to coordinate, maintain and repair new and existing in-house communication equipment.

Network diagnostic equipment and software such as packet sniffers, time domain reflectometers and VOM.

IEEE, NFPA NEC, ISO, USOC, and ANSI/TIA/EIA standards as they relate to data, telecommunications and network infrastructure.

Accepted engineering practices and applicable codes.

Microcomputer hardware, cabling and the repair and maintenance of computer hardware systems and components.

Record-keeping techniques.

Health and safety regulations.

**ABILITY TO:**

Perform a variety of telecommunications and data communications duties to design, engineer, coordinate, install, inspect, test, repair and maintain telecommunications and data communications systems.

Engineer, coordinate, design and install campus data and telephone cable networks, modems, terminals and related peripherals.

Operate a variety of equipment, including PBX equipment, digital multimeter, reflectometer, amprobe, linesman handset and microcomputers.

Install, repair and maintain District telecommunications equipment such as PBX systems, electronic mail and new and existing telephone systems and others.

Install, maintain and repair microcomputers, cables and related hardware.

Utilize technical database tables and programs to perform work according to established procedures, applicable codes and engineering standards.  
Operate and maintain electronic and intercommunication systems.  
Maintain routine records related to work performed.  
Prioritize and schedule work.  
Estimate materials and supply needs.  
Understand and follow oral and written directions.  
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.  
Operate a computer to download, upload and maintain various telecommunications systems and devices.  
Maintain current knowledge of technological advances in the field.  
Analyze situations accurately and adopt an effective course of action.  
Observe health and safety regulations.  
Train and provide work direction to others as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate’s degree in electronics, telecommunications, data communications or closely related field and five years increasingly responsible experience in a variety of areas of data communication and telecommunications as utilized by the District.

**WORKING ENVIRONMENT AND PHYSICAL DEMANDS:**

*Disclosure:*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Normal Office Environment:*

While performing the duties of this job the employee is regularly required to walk, stand, sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift, up to 50 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.