The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

**General Function:**

Performs a variety of complex technical and administrative tasks related to planning, implementing and maintaining the campus’s telephone and IP networking system. Will provide supervision and technical direction to technicians ensuring the successful operation of telecommunications and network infrastructure between and at all college campuses. Responsible for administration of a wide variety of phone traditional systems and communications servers running Win 2k, Linux & Solaris. Will also engage in consulting, and technical projects which involve Distributed Technologies Services delivery to College staff and students.

**Characteristic Duties and Responsibilities:**

1. Supervises the installation and maintenance of College telecommunications services and Wide Area / Metro Area Networks
2. Processes work request and provides customer service through the CPCC ITS helpdesk.
3. Coordinates unit’s activities to ensure a smooth flow of operations by setting priorities, establishing goals and assisting in the development and implementation of internal policies and procedures.
4. Plans, coordinates and provides input towards the ongoing development of the college network infrastructure for delivery of data, voice, and multimedia services.
5. Plans, coordinates and provides input towards the ongoing development of the college communications plant (LAN, MAN & WAN).
6. Answers and responds to telephone calls, e-mail and other communications that come into the department.
7. Analyzes, integrates and implements Web applications as related to communications. Researches emerging technologies to streamline processes.
8. Monitors and reviews projects to ensure that deadlines and quality standards are met.
9. Consults with outside vendors on all issues related to telecommunications, computers, hardware, software, and related matters.
10. Assigns projects to Telecom Analysts and monitors their work for quality and alignment with the college mission.
11. Serves as consultant to other departments on network infrastructure and telecom hardware and software issues.
12. Acts as backup to Executive Director of Distributed Technology Services as needed during absence.
13. Other duties and responsibilities as assigned.
### Job Title:
Telecommunications Specialist

### Department:
Information Technology Services

### Date:
April 2005

### Job Code:

### Grade:
M

### FLSA:
Exempt

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**The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.**

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#### Reporting Relationships:

**Direction Received:**
Reports to Executive Director - Distributed Technology Services.

**Direction Given:**
Responsible for directing technical staff for assigned area

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#### Minimum Requirements:

Associates Degree in a related field with four years experience in Networking or Telecommunications field. Bachelors Degree preferred. Experience in networking generally obtained through telecom vendor training or certification. Project management experience or coursework is a plus.

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#### Knowledge, Skills, Abilities and Worker Characteristics:

- Knowledge of installation and repairs of traditional PBX and IP telephony systems.
- Good communication skills.
- Knowledge of the state of the art software.
- Knowledge of premise cabling design and installation
- Knowledge of enterprise Networks
- Good management skills.

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#### Working Conditions:

Varying depending upon duties identified.