

Job Description

Position Title: Information Technology Analyst 2 - Telecommunications

Job Family: Information Technology

Job Level: Professional - Intermediate

FLSA: Status Exempt

Salary Grade: 05

Position Summary:

The Information Technology Analyst 2 – Telecommunications manages the College's telephone system. Performs maintenance, disaster planning and recovery, and long-term upgrade and capacity planning. Oversees support and service contractors. Provides field repair and daily maintenance of telephones and administers the PCC Telephone system. Manages asset management for phones in service. Ensures sufficient stock of new phones for repair, replacement, and new phone requests. Evaluates new phones and telephone technology for future use.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Ensures functional operation of the general telephone system including alarm system and call capacity.
2. Tests process usage and memory utilization servers running the telephone system.
3. Maintains physical telephone infrastructure; follows fire and electrical codes.
4. Processes telephone service request tickets to ensure completed repairs and installation of new phones. Moves, adds, changes, and removes phones as needed.
5. Plans large moves, including entire department moves; ensures a new building will have all of the phones and supporting infrastructure needed.
6. Maintains inventory of physical telephone endpoints.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of skilled trades expertise required to complete assigned responsibilities for the position
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in current and applicable telecommunication networks, systems, and equipment
4. Skill in performing a variety of duties, often changing from one task to another of a different nature
5. Skill in positive, productive, and flexible customer service
6. Ability to adapt to a rapidly changing technical environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training in IT, Networking, Server Administration, Telephony, Session Initiation Protocol (SIP) or a closely related field of study required.
 - Bachelor's degree in Informational Technology (IT) in or a closely related field of study required.
 - One (1) to Three (3) years of related experience with telecommunication systems required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties, including installation of telecommunications equipment; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information

- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours.
- Pre-employment Background Check Required