

Voice Communication Network Manager

Position Details

Class Code: 1546

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 64 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, responsible for operating the Clark County School District (CCSD) voice communication network (VCN), control facilities, database structure, and associated hardware/software.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Assigns, supervises, and evaluates assigned staff.
2. Develops VCN software applications from analysis through final implementation.
3. Updates VCN operating systems with vendor revisions.
4. Coordinates resources assigned to VCN projects from initiation through implementation.
5. Tracks project statuses and reviews work in-progress to assure conformance to plans/programming standards.
6. Provides input in departmental goals, objectives, and budgeting.
7. Designs VCNs optimized for CCSD Local and Wide Area Network (LAN/WAN) systems.

8. Trains VCN technicians/supervisors in work procedures; provides technical assistance in difficult situations, as directed.
 9. Installs/troubleshoots voice networking hardware, including servers, computers, switches, modems, faxes, printers, and other communication equipment.
 10. Monitors/adjusts VCN to optimize performance.
 11. Coordinates support activities with other departments (i.e., networking services, equipment repair, user support, elementary/secondary education, schools, and other departments.)
 12. Monitors VCN system performance and recommends upgrades based on performance standards.
 13. Designs VCN configuration changes.
 14. Benchmark tests VCN system hardware/software.
 15. Keeps records of VCN equipment failures and operational statuses.
 16. Assists in developing disaster recovery plans for VCN systems.
 17. Schedules and facilitates preventative maintenance/upgrades to VCN systems.
 18. Assists in designing and implementing VCN security systems.
 19. Designs and maintains custom VCN hardware/software.
 20. Provides second- and third-level technician/end-user support.
 21. Conforms to safety standards, as prescribed.
 22. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Supervises, supports, and performs functions of Telecommunication Services and the VCN support section.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of telephony and Voice over Internet Protocol (VoIP) implementation.
2. Knowledge of VCN systems, applications, hardware/software, capabilities, theories, best practices, and analysis techniques/procedures.
3. Knowledge of data communications systems.
4. Ability to supervise and evaluate employees.
5. Ability to conduct VCN system/procedural analyses; makes sound recommendations for new applications.
6. Ability to prepare complex reports from call detail records and VCN metrics.
7. Ability to interpret complex verbal and written materials.

8. Ability to analyze VCN system specifications.
 9. Ability to debug VCN system hardware/software.
 10. Ability to install and use VCN software packages.
 11. Ability to develop detailed VCN specifications.
 12. Ability to work flexible hours/shifts.
 13. Ability to work cooperatively with employees, vendors, and the public.
 14. Ability to recognize/report hazards and apply safe work methods.
 15. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Bachelor of Science degree in computer science, telecommunications, electrical engineering, or a related field, plus four (4) years' progressively-detailed work experience in telecommunications or information technology support; or, Two (2) years' college with a focus in computer science, telecommunications, electrical engineering, or a related field; plus, six (6) years' experience as described above; or, Eight (8) years' experience as described above.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

Preferred Qualifications

1. Supervisory experience.
2. Telecommunications Industry Vendor certification at the Engineer/Expert level, such as Alcatel-Lucent Certified Systems Expert (ACSE), Digium-Certified Asterisk, etc.
3. Professional or Cisco IP Telephony Design Specialist.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
 2. Transcript(s) from an accredited college/university, if applicable.
 3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Current copy of driving history (dated within six (6) months from date printed) issued by the DMV.
 5. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

District Central Information Systems Department, and travel to/from schools and other District office settings.

Work Environment

Strength

Sedentary to medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stopping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Varies from climate-controlled office settings to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Constant electrical shock hazards, furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

Examples of Equipment/Supplies Used to Perform Tasks

Computers, servers, printers, modems, telephones, fax machines, punch-down tools, digital multi-meters, laser communication devices, data system/communications test equipment, hand/power tools, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 07/24/23
- Created: 03/07/13