

# SCHOOL DISTRICT OF ESCAMBIA COUNTY

## JOB DESCRIPTION

### MANAGER III – TELECOMMUNICATIONS

#### QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution in Business Education, Systems Science or Information Systems.
- (2) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of Northern Telecom and other telecommunication systems and applications, including hardware and software. Extensive knowledge of Dimension telephone systems, Norstar telephone systems, NT Meridian SL-1 telephone systems, NT Automatic Call Distribution (ACD), NT Voice Mail distribution, NT Call Accounting, MICROTEL call accounting with programming capabilities and knowledge of other older Bell key systems. Must be able to comprehend difficult materials and telecommunication system manuals. Ability to communicate in technical or lay terms. Knowledge to translate user requests into design specifications. Ability to plan, organize, manage time and prioritize duties. Skills in positive people management. Possess analytical skills for problem solving.

#### REPORTS TO:

Coordinator - Management Information Systems

#### JOB GOAL

To direct the implementation and maintenance of telecommunication systems, voice mail systems and other related communication equipment District-wide and to monitor ongoing performance of telecommunications and coordinate the development of training for the users and the telephone technicians.

#### SUPERVISES:

Technician I - Systems Support Telephone

#### PERFORMANCE RESPONSIBILITIES:

##### Service Delivery

- \* (1) Oversee acquisition and maintenance of all District telephone systems.
- \* (2) Work closely with administrative departments, schools and special centers to determine their telecommunication system needs.

### **MANAGER III – TELECOMMUNICATIONS (Continued)**

- \* (3) Develop and maintain standards for telecommunication systems.
  
- \* (4) Oversee the installation of all system programs and updates for the communication systems as well as installation and maintenance of profiles for telephone users.
- \* (5) Coordinate temporary telephone system locations due to remodeling, asbestos abatement removal and new additions.
- \* (6) Train school and District staff in the use of new telephone systems.
- \* (7) Coordinate maintenance and repair of all telephone systems and all telephone lines throughout the District.
- \* (8) Dispatch appropriate District personnel and/or telecommunication companies in the resolution of telephone trouble calls and repairs.
- \* (9) Arrange for changes, additions and deletions of telephone services with telecommunication vendors.
- \* (10) Troubleshoot erroneous telephone bills throughout the District.
- \* (11) Oversee the programming of voice mail, ACD groups, additions, moves and changes.
- \* (12) Monitor ESSX trunk circuits and perform surveys for additional circuits to ensure better access to long distance service.
- \* (13) Keep all manuals, guides and inserts updated.

#### **Inter / Intra-Agency Communication and Delivery**

- \* (14) Communicate effectively with vendors, District administration and staff, school administrators and other school-based personnel to ensure optimum and efficient use of telecommunication services.
- \* (15) Respond to inquiries or concerns in a timely manner.
- \* (16) Keep Director informed of potential problems or unusual events.
- \* (17) Disseminate information and current research to appropriate personnel.

#### **Professional Growth and Improvement**

- \* (18) Keep well informed about current trends and best practices in areas of responsibility.
- \* (19) Maintain expertise in assigned areas to fulfill project goals and objectives.
- \* (20) Facilitate the development, implementation and evaluation of staff development activities provided in assigned areas.
- \* (21) Promote and support professional growth for self and others.

#### **Systemic Functions**

- \* (22) Develop or assist in developing the department budget and monitor its implementation.
- \* (23) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- \* (24) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- \* (25) Represent, consistently, the District in a positive and professional manner.

**MANAGER III – TELECOMMUNICATIONS (Continued)**

(26) Perform other incidental tasks consistent with the goals and objectives of this position.

**Leadership and Strategic Orientation**

- \*(27) Provide leadership and direction for the assigned areas of responsibility.
- \*(28) Utilize appropriate strategies and problem solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- \*(29) Set high standards and expectations for self and others.
- \*(30) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- \*(31) Facilitate problem solving by individual or groups.

**PHYSICAL REQUIREMENTS:**

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District’s approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of personnel.

**Job Description Supplement No. 11**

\*Essential Performance Responsibilities

**Professional Salary Schedule – Pay Grade 5**

**Date of Board Approval: August 21, 2001**

**Date of Revision: April 21, 2009**