Redlands Unified School District

COMMUNICATION SPECIALIST

DEFINITION
Under general supervision, plan, organize, manage, and maintain the Voice and Video over Internet Protocol communication systems at various sites throughout the district to include**:** Cisco CallManager, Cisco Unity, Cisco Telepresence, Singlewire InformaCast Bell and Paging Systems, VBrick Enterprise Media Systems, and the ONSSI Ocularis Video Management System; instruct and train district personnel at various sites in the use of all communication systems; have a working knowledge in multi-platform environments; and do other related work as assigned.

ESSENTIAL FUNCTIONS
Perform a variety of technical functions including evaluate, install, test, implement, monitor, and maintain complex systems, application software, and hardware on the district's communication systems; maintain network and system backups, understand licensing, implement security protection; provide remote and on-site systems administration; manage and maintain network and systems documentation and advise supervisor regarding what is needed for disaster prevention and recovery plans and implement as directed; manage and troubleshoot switches and other network and communication equipment; anticipate and resolve issues related to resource use and other technical areas; communicate effectively with end users both orally and in writing; implement and maintain ~~local~~ communication systems; perform periodic updates to district's communication systems; other duties as assigned.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES
Knowledge of:
Methods of administrating and managing Cisco hardware/software;
Methods, procedures, materials and techniques used in the installation and maintenance of communication systems including both hardware and software;
Methods of testing and troubleshooting hardware/software problems;
Design elements and implementation strategies for new technical solutions;
Methods and procedures to ensure that products and services meet overall security objectives;
Networked computer system environments and device capabilities;
Communication systems, security guidelines and industry "best practices;"
LAN and WAN based Fiber Optic, Coaxial, and Ethernet transmission systems;
LAN and WAN protocols;
Telecommunications industry and infrastructure;
Fast-paced, stressful environments;
Techniques and skills to design and evaluate telecommunications and network systems;
Techniques and skills to design and manage complex projects involving people and technology;
Techniques and skills to solve complex technical problems involving integrated operating systems and hardware platforms;
Perform skilled tasks utilizing electronic and diagnostic equipment/software in support of the district's voice and video systems;
Maintain network backups, licensing, and security protection;
Schedule work and organize activities in ways to optimize working time;
Support and train end-users in a wide range of software applications as needed;
Read, understand, and apply complex technical information;
Master new computer and communications systems technology;
Communicate effectively in oral and written form;

Ability to:
Skillfully install, maintain, and support a variety of communications hardware and software products;
Establish and maintain an effective working relationship with people contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community.
Coordinate and oversee maintenance and changes to the production environment;
Develop and update processes and procedures;
Work effectively with cross-functional teams to define technical requirements and identify/resolve technical issues;
Provide statistical information upon request in relation to system and security activities;
Work independently;
Implement data solutions;
Assess and prioritize multiple tasks, projects, and demands;
Operate a personal computer utilizing a variety of software applications;
Basic understanding of electrical safety procedures;
Effective telephone skills and techniques of customer service.

EDUCATION AND EXPERIENCE
Education:
A Bachelor's Degree in Computer Science; AND three (3) years of computer network installation and maintenance experience; OR an equivalent combination of education and experience.

Experience:
A minimum of five (5) years experience managing IP and legacy telephony systems and networks, including experience in installing hardware and software and trouble shooting network problems. Experience with configuring and supporting Cisco Unified Communication Manager, Cisco Unity Connection, Cisco IM & Presence, Voice Gateway configuration, voice protocols including H323/SIP/MGCP, experience maintaining, utilizing, and troubleshooting Cisco TelePresence platforms, basic knowledge of VMware virtualization platforms, and a basic knowledge of MS Exchange/AD and Outlook. Experience and a good understanding of Ethernet networks, Windows server operating systems, Linux server operating systems, and Cisco Systems network switches, routers, and voice gateways.

REQUIRED LICENSES AND/OR CERTIFICATES
Must possess one or more of the following certifications: Cisco Certified Network Professional (CCNP), or Cisco Certified Network Associate (CCNA), or Voice Professional (CCVP), or Wireless (CCNP Wireless), or Network Security (CCSP). Other network and/or industry certifications or experience may be substituted where appropriate. Must possess a valid and appropriate California driver's license and qualify for insurability with the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS
Strength:
Work may involve lifting, carrying, pushing, and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate equipment used in the electronic trade.

Working Conditions:
Must be able to sit for prolonged periods of time in front of a computer. May require a significant amount of walking during the course of the work day.

Additional Requirements:
May be required to work outside the traditional work schedule. May be called out to work off-shift in emergency situations. According to the needs of the organization, some incumbents in this job class may be required to obtain specific technical certifications.

Pre-placement Physical: Class I