



Job Title: Telecommunications Engineer II

Department: Information Technology

Reports To: Director of Information Systems Services Operations

Grade: BG-10

Number of Days: 12 Months

Security Access: Education Service Center

Current Date: April 18, 2016

Overtime Status: Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life.

Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary:

Effectively support, administer, and engineer the Cisco voice over IP (VoIP) system to provide continuous, high-quality phone service to the users of the district. This includes the ancillary systems that work in conjunction with the voice system such as Jabber and WebEx.

Minimum Qualifications:

- A Bachelor's Degree in computer science, a related degree, or equivalent experience.
- Information Technology industry certifications such as Microsoft MCSE, Cisco CCVP, CCNP, or equivalent work experience.
- Strong people skills and analytical skills.
- Ability to effectively work with peers, vendors, and users at all levels.

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

- Support the existing Cisco VoIP infrastructure to facilitate daily operations as necessary including troubleshooting, performing updates, verifying backups, and applying changes
Administer and monitor the systems to keep user changes up to date and issues resolved quickly
Work with users to identify their telecommunications requirements and provide recommendations and quotes as needed
Coordinate strategies for defining, deploying, and maintaining the Cisco VoIP architecture, associated network connections, and component hardware
Ensure best practices, standards, and guidelines are followed when developing, designing, and implementing solutions, establishing work priorities, resolving problems, and reporting on status
Manage projects for VoIP initiatives
Provide support to other groups as required
Any other duties as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Advanced knowledge of all aspects of the Cisco VoIP system for administration and support.
- Advanced knowledge of the applications such as Jabber and WebEx that work with the Cisco VoIP system.
- Strong problem-solving and analytical skills for troubleshooting.
- Ability to communicate and interact effectively with peers at all levels of the organization.
- Ability to work tactfully and effectively with customers, management, and employees.
- Ability to quickly respond to events in a fast-paced environment and manage problem escalation when required.

Supervisory Responsibility:

- Function as technical lead for VoIP systems in all support domains within job scope.

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Standard office conditions

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