

**Killeen Independent School District
Job Description**

Job Title: VoIP Technician
Reports to: Manager, Network Communications
FLSA: Non-Exempt

SUMMARY

Supports and assists in the coordination of all strategies for designing, deploying, and maintaining the district's VoIP system and communications infrastructure. Supports and participates to plan, implement, maintain, and support the district's communications infrastructure which consists of network switches, VoIP systems, SIP and CUBE gateways, Cisco Unified Call Manager system, campus intercom systems and two-way handheld radio systems. Participate and provide support in the following areas: upgrade and new installation projects, daily operations, equipment expansion, and maintenance of various network-based communication systems to include associated hardware and software components.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following but are not limited to:

Communications Infrastructure Management and Support

Provides tier 3 support for the enterprise network infrastructure.

Effectively responds to service tickets submitted by district staff requesting network infrastructure support.

Maintain and troubleshoot VoIP system and communications infrastructure components which include network switches, voice gateways, SIP, CUBE, Cisco Unified Call Manager system, campus intercom systems and two-way handheld radio systems.

Communications Infrastructure Acquisition & Deployment

Configures and deploys district VoIP system and communications infrastructure devices including routers, switches, UPS, phones, handheld radios, intercom modules, and other hardware.

Aids in the research of VoIP system and communications infrastructure devices, services, protocols, and standards to remain abreast of developments in the IT industry.

Provides input and aids in the planning and implementation, improvement, modification, upgrades, or replacement of VoIP system and communications infrastructure components in accordance with published maintenance windows.

Establishes and maintains connectivity and uptime service level agreements as established by the district.

Supports in the development and implementation of VoIP system and communications infrastructure projects and new technology installations.

Network Infrastructure Operational Management

Configures VoIP system and communications infrastructure devices to ensure efficient and reliable operation fulfilling district's objectives and processes with minimal downtime and/or interruption to ongoing operations.

Utilizes various VoIP system and communications infrastructure software applications to monitor, analyze, configure, and troubleshoot infrastructure components as needed.

Ensures network connectivity and communications of all servers, workstations, VoIP equipment, intercom modules, switches and routers, and other network infrastructure appliances and components.

Practice asset management including maintenance of VoIP system and communications infrastructure component inventory and related documentation and technical specifications information.

Monitors and tests VoIP system and communications infrastructure performance and provides performance statistics and reports.

Manages and administers VoIP system using Cisco Unified Communications Manager and recording software, voicemail, gateways, CUBE's.

Assists with all VoIP system and communications infrastructure equipment upgrades according to published district maintenance windows.

Communicates with and provides training and support to help desk support staff on VoIP system and communications infrastructure issues.

Assists in the testing and development disaster recovery plans to detect faults, minimize malfunctions, and backup systems.

Will be an active participant in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Regularly reviews and updates technology incident response plans as technology changes.

Regularly reviews and updates technology incident response plans as technology changes.

Performs other duties as assigned.

QUALIFICATIONS

In-depth knowledge of VoIP systems and protocols (SIP, H.323, RTP)

Advanced experience with IP PBX administration (e.g., Cisco, Avaya, Microsoft Teams)

Strong networking skills, including routing, switching, and firewalls

Expertise in QoS (Quality of Service) configuration and optimization

Proficiency in VoIP security best practices and implementation

Experience with SIP trunking and PSTN integration management

Advanced troubleshooting skills for complex VoIP issues

Knowledge of VoIP architecture design and capacity planning

Familiarity with Session Border Controllers (SBCs) configuration

Experience with VoIP monitoring, reporting, and analytics tools

Understanding of unified communications and collaboration platforms

Proficiency in scripting languages for automation (e.g., PowerShell, Python)

Knowledge of telecom regulations and compliance requirements

Experience with disaster recovery and high availability for VoIP systems

Ability to manage and optimize call routing and dial plans

Understanding of emerging technologies in VoIP and UCaaS

EDUCATION and/or EXPERIENCE

High School Diploma or G.E.D. and minimum of 5 years telecom technical experience in a similar capacity implementing and maintaining a complex enterprise Cisco VoIP system and SIP technology communications network.

Experience with the following:
Cisco network or voice systems experience preferred.

Network planning and design experience.

Experience in designing and implementation enterprise level wireless system.

Understanding of voice, data & video Quality of Service (QoS).

Network capacity planning, performance tuning and troubleshooting.

Knowledge of Network Management Systems and Network configuration management tools

Excellent IP networking fundamentals and extensive experience in the application of IP protocols.

Experience or working knowledge of network infrastructure systems such as VoIP systems, Intercom

systems, LAN and WAN switches and routers.

Experience with the operation and configuration of mobile handheld radios.

Excellent network analysis fundamentals and robust troubleshooting skills.

Proficient in Microsoft Outlook, Word, Excel, Visio, and PowerPoint.

Proficiency in problem solving and able to follow a systematic troubleshooting approach.

Self-starter and display the ability to handle multiple responsibilities.

Ability to work under pressure and meet deadlines.

Ability to manage multiple projects and be capable of working in an environment where work priorities can change rapidly.

Excellent verbal and written communication skills in working with technical and non-technical people.

Ability to develop and maintain collaborative relationships among all levels of an organization.

Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.

SUPERVISORY RESPONSIBILITIES

This job does not have any supervisory responsibilities.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands, handle, feel, climb, and balance. The employee is occasionally required to sit, reach with hands or arms, and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet.

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress.

Revised Date: June 10, 2024

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.