



Job Title: Fire, Intrusion, & VoIP Specialist

Supervisor: Supervisor I, Technology Infrastructure Network

Position Code: 5N43

Pay Grade: 31

Job Classification: Non-Exempt

Contract Length: 245 Days

Job Summary

Under the direction of the Supervisor I, Technology Infrastructure Network, performs complex work. Work involves implementing, maintaining, servicing and monitoring electronic facility fire notification, intrusion detection and voice over internet protocol (VoIP) systems. Position carries out installation, testing, and technical tasks in support of the facility fire notification, intrusion detection and VoIP systems. Work requires highly professional customer service to staff and students; assisting staff with resolving issues in functional and enterprise applications. The work is dispatched from the help desk.

Essential Duties

1. Ensures system operation and performs installation, maintenance and repair the facility fire notification, intrusion detection and VoIP systems and other related components/equipment.
2. Performs in-depth diagnostics and preventative maintenance to ensure supported systems are operational.
3. Troubleshoots system level problems and performs repairs to include replacement of components and complete systems.
4. Responds to emergency work requests; troubleshoots supported system failures and errors; diagnoses, isolates, and resolves complex system problems ensuring timely results and minimal disruption of operations.
5. Highly skilled in the use of tools and equipment employed in testing and repairing of equipment.
6. Responds to questions and needs of end-users concerning supported systems.
7. Performs most difficult work on supported systems.
8. Able to accurately read and interpret electronic schematic diagrams.
9. Assists with surveying facilities and making recommendations for the layout and location of supported system components, equipment, cabling, and wiring.
10. Primary point for interfacing with the alarm monitoring contractor's central station.
11. Performs annual fire notification system inspections and verifies system operation in accordance with all local fire codes.
12. Updates supported system documentation to record installations, upgrades, inventory, configurations, etc.
13. Utilizes appropriate safety equipment in the performance of duties.
14. Tracks all work performed in the help desk work order system.
15. Travels to and from schools/work sites in the performance of duties.
16. May assist in training others.
17. Conforms to all departmental procedures and policies.
18. Models nondiscriminatory practices in all activities.

Other Duties

1. Maintains an up-to-date knowledge of rapidly changing fire, intrusion, and VoIP technology.
2. Performs any other related duties as assigned by the Supervisor I, Technology Infrastructure Network, Network and VoIP System Administrator or appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable

accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

- Must possess an associate's degree (or completion of equivalent amount of college coursework) in electronic communications or related field and 9 to 11 years of experience in communication system support and maintenance or a combination of education and experience to include industry certifications that provide the required knowledge, skills, and, abilities to perform the essential duties.
- Must possess a comprehensive knowledge of the operation and repair and the principles and practices used in the design, configuration, installation, testing, and maintenance of fire notification, facility intrusion detection and VoIP systems (experience with Radonics and Bosch fire and intrusion systems is highly desirable).
- Must possess a comprehensive knowledge of the operation and repair and the principles and practices used in the design, configuration, installation, testing, and maintenance of session initiation protocol compliant VoIP systems, unified voice mail systems, digital and analog type lines, and system gateways.
- Must possess excellent troubleshooting skills and the ability to diagnose/resolve system problems.
- Must possess excellent skills in the use of the instruments and tools of the trade.
- Must possess the ability to interpret and apply complex technical manuals and reference materials.
- Must possess an understanding of TIA/EIA Structured Cabling Standards.
- Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with co-workers and end-users.
- Must possess a valid driver's license with a good driving record.

Working Conditions & Physical Requirements

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Supervisor I, Technology Infrastructure Network

This job description in no way states or implies that these are the only duties to be performed by this employee. The Fire, Intrusion, and VoIP Specialist will be required to follow any other instructions and to perform any

other related duties as assigned by the Supervisor I, Technology Infrastructure Network or appropriate supervisor. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

NEWPORT NEWS  PUBLIC SCHOOLS
Job Description

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Position Code: XXXXX

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Supervisor: Supervisor I, Technology
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Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 6/14 (JB)