

Newport News Public Schools

Job Description

Job Title: Network and VoIP Administrator

Position Code: _____

Job Classification: Exempt

Supervisor: Network Engineer

Pay Grade: 40

Contract Length: 245 Days

Job Summary

Position is responsible for assisting the Network Engineer with the maintenance and administration of the school division's local and wide - wired and wireless computing network. Position is responsible for the design, implementation, maintenance, administration and documentation of the school division's Voice over Internet Protocol (VoIP) telephone system.

Essential Duties

1. Manages and administers assigned network and VoIP infrastructure including capacity/feasibility planning, new installations, upgrades, configuration, feature functionality testing, maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user connectivity.
2. Coordinates and performs project planning and project management responsibilities which may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress.
3. Trains and provides support to site-managed technical staff regarding network and VoIP administration and use.
4. In the absence of the Network Engineer, directs efforts of network and communication technicians who are involved in diagnosing and correcting network and VoIP failures and performing network and communication management activities; determines logical solutions to complex system administration and application problems.
5. Prepares documents and performs research to justify language used in department documents and budget recommendations.
6. Implements, installs, configure and monitors, and troubleshoots LINUX and Microsoft VoIP and associated server operating systems to include the daily maintenance activities such as monitoring of system and performance logs and ensuring system and user data is backed up and recoverable.
7. Implements, installs, configure, and upgrades hardware and software on managed servers and attached peripheral equipment. This includes evaluation and testing of operating system patches.
8. Responsible for maintaining proper security on managed servers.
9. Responsible for documenting the configuration of managed servers and services.
10. Regularly confers with database programmers, analysts, systems administrators, and users regarding current and prospective systems changes and future needs.
11. Trains and provides support to end-users regarding the use and features of the VoIP system.
12. Provides assistance, as necessary, to help end-users resolve technical problems that have been assigned through work orders.

Other Duties

1. Maintains a current knowledge of rapidly changing computer technology.
2. Performs any other related duties as assigned by the Network Engineer or other 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)

Bachelor's degree in computer science, management information systems, or a related field and considerable relevant experience in Virtual LANs, TCP/IP networking and routing, VoIP and Communication Services, Gigabit Ethernet switching, Fiber-Optic cabling, and Wired and Wireless Ethernet networking. Extensive experience in networking and communication systems may substitute for college degree. Position requires thorough knowledge of the principles and practices used in the design of LANs, WANs and VoIP systems. Must possess the skills required for project planning and management (e.g., new system installations, upgrades) involving multiples sites. Possess an in-depth experience in design of LAN's, WAN's and VoIP systems consisting of several thousand users and multiple sites. Experience in writing system documentation, system specifications, system requirements, project plans, presentations, correspondence, studies, reports, and training materials. Demonstrated ability to properly develop and maintain accurate documentation. Must possess the ability to establish and maintain effective working relationships with customers served and associated support personnel in a mixed Microsoft, SUN, and MAC environment. Ability to effectively explain complex technical concepts to both technical and non-technical personnel. Must possess a valid Virginia 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.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

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.

Supervision Exercised: Assigned Staff

Supervision Received: Network Engineer

This job description in no way states or implies that these are the only duties to be performed by this employee. The Network and VoIP Administrator will be required to follow any other instructions and to perform any other related duties as assigned by the Network Engineer or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

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

Employee Name (Print)

Signature

Date