

Telecommunications-Administrator

Broad Function

The Telecommunications Administrator is an evolution of the former [Network Administrator](#) position.

Position currently held by [Conklin, Donald B.](#)

Reporting Relationships

This position reports to the [Manager, Network and Servers](#)

This position supervises no positions

This position is parallel in the organizational structure to [Systems Administrator](#)

Major Networking Responsibilities

- Responsible for the daily operation of the campus network.
- Monitors, configures and Maintains UPS supplies outside the Bush and Farrell Data Centers.
- Monitors and configures switches, Internet, firewall, packet shaper, routers, wireless access points & Controllers, Lower Campus Wireless Connection and SUNY Net.
- Performs diagnosis of trouble reports
- Documents work in ticket tracking software
- Review, comments, contributes and authors documentation and projects in the enterprise documentation repository (currently Confluence).
- Performs routine Moves, Adds and Changes
- Directs the installation of new network cabling.
- Configures, monitors and administers DHCP and DNS Services
- Performs programming and installation of switches
- Performs intermediate programming of core Routers/Switches
- Administers OfficeScan Enterprise Firewall Service for Desktop clients
- Administers Packet Logic for peak Internet Connection utilization
- Administers Firewall for Network Security.
- Works in coordination with the [Systems Administrator](#) to determine source of network/server anomalies
- Makes purchases of hardware and software as needed to support the responsibilities of the position.
- Configures network settings on networked printers.
- Performs backups of network equipment configurations to server based storage.
- Performs Software and Hardware License/Maintenance Management for networked devices and test equipment, maintaining records.

Major Telecommunications Responsibilities

- Responsible for the daily operation of the telecommunications system
- Monitors VoiceMail for proper operation
- Monitors Name Connector for proper operation
- Performs diagnosis of trouble reports
- Provides hands-on assistance and troubleshoots all phone Deskset equipment failures and service issues for all campus users
- Provides training and technical expertise on usage of phone equipment and the voice mail system
- Documents work in ticket tracking software
- Review, comments, contributes and authors documentation and projects in the enterprise documentation repository (currently Confluence).
- Coordinates and performs user device (MACS) Moves, Additions and Changes
- Directs the installation of new network/telecommunications cabling
- Evaluates, recommends and reviews new construction and renovation projects for proper telecommunications facilities planning
- Oversees customer billing
- Performs call tracking and reporting
- Serves as liaison between college and carriers (Delhi Telephone, AT&T)
- Serves as primary contact between college and service contract holder (currently [All-Mode](#))
- Coordinates VOIP planning and implementation
- Coordinates backup and recovery scheduling of PBX servers with the [Systems Administrator](#) and service contract holder
- Participates in weekly meeting in the Technology Infrastructure unit.
- Attends training to remain current in the field of telecommunications and cable installation
- Reads trade journals, web sites and other discussion media on the developments and trends in the telecommunications industry.
- Establishes time and cost estimates. Maintains accurate records of staff hours and materials used.
- Maintains Cisco VoIP system and equipment according to manufacturer recommendations and specifications.
- Programs voice mailboxes for individual users and department trees and troubleshoots voice mail issues and system failures.
- Places and evaluates phone and data orders, coordinates and oversees all phone work orders
- Operates call detail recording equipment and programs for all telephone extensions, departments and budget codes ensuring that phone bills are accurate
- Audits, sorts and distributes monthly Call Detail reports to all departments
- Verifies, organizes and sorts deliveries of telecommunication equipment ordered
- Ensures that departmental procedures are followed to track inventory throughout the campus to provide warranty cross-reference; researches and accounts for any missing items.
- Keeps an inventory of all equipment, spares and parts

System Administration responsibility

This position will have some (but minimal) systems administration responsibilities. This will primarily be related to core networking and telecommunications duties (DHCP, DNS, etc..) but will branch into other areas as determined to be critical by cabinet. An IT service catalog is being built which will allow the administration to prioritize services. Once this prioritization has occurred, cross training can occur on the most critical systems to ensure a maximum level of uptime.

Knowledge

- Knowledge of TCP/IP data networks
- Knowledge of the general administration of a large network and telephone system
- Knowledge of network routing and interconnection with multiple wide area networks.
- Knowledge of network monitoring systems and systems monitoring software.
- Knowledge of using Windows XP/7, Microsoft Office, Email, wiki and other office productivity software
- Knowledge of general telephony systems
- Knowledge of systems life-cycle management.
- Knowledge of digital PBX systems (preferably Nortel PBX)
- Knowledge of telecommunications and network wiring installation standards
- Knowledge of VOIP (preferably Cisco VoIP)
- Knowledge of PBX interconnect with the Public Telephone System
- Knowledge of call accounting systems and reporting
- Knowledge of using Windows XP/7, Microsoft Office, Email, wiki and other office productivity software

Experience

- Five years of progressively complex assignments within the telecommunications and network fields
- Performed the installation of both telecommunications cabling and data cabling, including Cat5e
- Having worked directly at the command line interface (CLI) of switches, core routers, firewalls and various network devices and telecommunications equipment.
- Served as an intermediary between carriers and vendors on behalf of a customer
- Experience planning telecommunications and network infrastructure for new construction
- Having managed service providers and/or contractors
- Generation of end user detailed reports and/or billing statements
- Minor database report writing and knowledge of relational databases.

Minimum Qualifications

- Requires an Associates degree from a college or university accredited by a US Department of Education or internationally recognized accrediting organization in a computing discipline.
- 5 years of related work experience in networking and telecommunications field
- Ability to extract and compile a range of data from written sources, from individuals by asking questions, or from one or several given databases.
- Ability to read technical literature, write moderately technical documentation and fill out complex forms
- Regular skilled use of more complex machines; including word processing software and personal computers
- Must be able to complete assigned tasks without direct supervision
- Must be able to seek assistance from peers and supervisors
- Must be able to perform work that requires considerable physical effort with a high degree of fine finger and hand dexterity.

Preferred Qualifications

- 10 or more years of related work in networking/telecommunications field
- Bachelors degree from a college or university accredited by a US Department of Education or internationally recognized accrediting organization in a computing discipline.
- Experience with Cisco Networking Equipment
- Cisco Certification (CCNA)
- Experience with VoIP and other emerging data/voice technologies