



# LARAMIE COUNTY

## JOB DESCRIPTION

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<b>TITLE:</b>	Telecommunications Coordinator	<b>FLSA:</b>	Exempt
<b>DEPARTMENT:</b>	Information Technology	<b>REVISED:</b>	

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**Summary:** Under general supervision, supervises and performs a variety of duties in the design, installation, maintenance and security of the County's communications system.

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Monitors County security equipment; coordinates with central control and the monitoring station.
- Liaises with Laramie County departments and entities to ensure continuity and integrity of communications services.
- Coordinates special projects including upgrading equipment and enhancing current capability of existing equipment; stays abreast of changing technology in the communications industry.
- Coordinates inmate phone system activities including monitoring usage, processing complaints, and receiving/dispersing income from phone system.
- Replaces defective equipment including phones, handsets and cords; monitors maintenance contracts to ensure coverage/minimization of costs for equipment replaced or purchased.
- Coordinates/liaises with telecommunications vendors; conducts surveys regarding phone equipment and carriers; resolves billing issues with phone companies.
- Perform PBX switch maintenance, troubleshoot and repair problems; contact vendors, facilitate repairs and programming.
- Manage development of technical infrastructure to support present and future operational needs; ensure compatibility and performance of integrated communication systems.
- Evaluate potential problems with the Definity and Audix switch. maintain backups of the switch.
- Supervises installation, troubleshooting and maintenance of all wiring for telephone, category 5e computer network wire, alarm circuits, paging speakers, and emergency ring down circuits.
- Maintain Microcall accounting software.
- Change passwords every 90 days on Definity and Audix for County, Cheyenne and Laramie County Health Department. Provide switch maintenance support to the Health Department.
- Provide training to backup technician on PBX switch.
- Provide service to departments on training in use of digital and analog phone systems; provide answers to questions; move telephones as needed, update switch as required.
- Maintain necessary confidentiality.
- Submits invoices to accounts payable.
- Performs other duties as assigned or required.
- Work on an on-call basis.



# LARAMIE COUNTY

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### **Knowledge and Skills:**

- Knowledge of County organization, policies and procedures.
- Knowledge of security equipment.
- Knowledge of telecommunications systems.
- Knowledge of building infrastructures.
- Knowledge of trends in telecommunications, equipment and information systems.
- Knowledge of accounting, budgeting, and reporting principals.
  
- Skill in coordinating the upgrade and/or enhancement of communications equipment.
- Skill in ensuring the continuity and integrity of communications services.
- Skill in monitoring security equipment and liaising with central control
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in Liaising with various internal and external parties in relation to security or telecommunications issues.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in phone wiring, project management, budgeting, software and hardware selection, and regulatory requirements.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

### **Minimum Qualifications:**

Associates Degree in Information Technology, communications equipment, or related field, A minimum of 4 years experience with Lucent/Avaya Definity Systems, Audix Intuity and Microcall phone accounting software, OR equivalent education and experience, AND successful completion of a criminal history and background check.

Have or ability to obtain Alarm Low voltage license and Low voltage Contractor License, Advanced Definity Administration, Call Center Administration w/Vectoring, Core Technical Training in Wiring, maintenance, and troubleshooting.