



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Telecommunications Coordinator	FLSA:	Non-Exempt
DEPARTMENT:	Information Technology	REVISED:	

Summary: Under close supervision, performs a variety of duties in the design, installation, maintenance and security of the County's communications and security systems.

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 communication services.
- Coordinates special projects including upgrading equipment and enhancing current capability of existing existing equipment.
- Replaces defective equipment including phones, handsets and cords; monitors maintenance contracts to ensure coverage/minimization of costs for equipment replaced or purchased.
- Perform PBX switch maintenance, VoIP maintenance, troubleshoot and repair problems, contact vendors, facilitate repairs and programming.
- Work with senior staff for the development of technical infrastructure to support present and future operational needs.
- Ensure compatibility and performance of integrated security systems and communication systems.
- Evaluate potential problems with the VoIP switches. Maintain backups of the switches.
- Work with senior staff with the installation, troubleshooting and maintenance of all wiring for telephone and security systems, data cabling, alarm circuits, paging speakers and emergency ring down circuits.
- Maintain other VoIP and Security software.
- Provide training to users.
- Provide service to departments answer questions; move telephones as needed, update data and VoIP switches as required.
- Maintain necessary confidentiality.
- Performs other duties as assigned or required.
- Work on an on-call basis.

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 changing technology in the communications industry.

- Skill in coordinating the upgrade and/or enhancement of communications equipment.



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- 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.

Minimum Qualifications:

Associates Degree in Information Technology, communications equipment, or related field, A minimum of 2 years experience with VoIP systems, security systems, OR equivalent discipline.; or equivalent combination of education, training and experience education and experience. Must also successfully complete 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.