

Voice Communication Network Technician III

Position Details

Class Code: 7102

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 58 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, installs, repairs, and maintains voice communications networks (VCNs) within the Clark County School District's Wide Area Network (WAN). Programs and configures advanced voice switches/servers; maintains Voice over Internet Protocol (VoIP) applications, equipment, communications, and utility programs.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Programs, configures, and maintains advanced voice switches/servers which convert voice conversations into data packets (VoIP/SIP) and ensures transport through the District WAN (i.e., Linux switches/servers, etc.)
2. Repairs/overhauls two-way voice communication systems (i.e., telephone, intercom/clock/bells, etc.) and data transmission systems; modifies existing VoIP telephone systems to meet new requirements and for compatibility with advanced technologies.
3. Analyzes and tests hardware/software with methods including script debugging and traces.

4. May develop plans/specifications for new equipment installations; coordinates projects and installs communication equipment.
 5. Assists in diagnosing VoIP communications equipment and systems malfunctions; coordinates/implements repairs.
 6. Programs telecommunication system operations.
 7. Maintains, modifies, and updates VoIP applications, communications, and utility programs (i.e., automated attendant, do not disturb (DND), enhanced-911, voicemail, etc.)
 8. Provides on-call support.
 9. Troubleshoots and repairs VoIP software, hardware, networking/peripheral devices, database servers, and backup equipment. Frequently works with personnel from other technology departments, such as Networking Services.
 10. Uses computers, tablets, and smartphones for system diagnostics, programming, and installation.
 11. Leads project teams designing/implementing new technologies and systems.
 12. Trains end-users.
 13. Maintains daily work records/reports, as required.
 14. Conforms to safety standards, as prescribed.
 15. Performs related duties, as assigned.
-

Distinguishing Characteristics

Researches, analyzes, installs, and supports VoIP communications hardware/software and related protocols.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of telephony and electronic theories.
2. Knowledge of advanced VCNs.
3. Knowledge of VoIP and two-way voice communication systems.
4. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies and troubleshooting.
5. Knowledge of network routing/switching equipment and systems.
6. Ability to program and configure advanced voice switches/servers.
7. Ability to install, troubleshoot, and maintain VoIP applications, communications, and utility programs.

8. Ability to troubleshoot/install two-way voice communication systems and data transmission systems.
 9. Ability to discuss, understand, and explain technical problems with non-technical end users.
 10. Ability to distinguish color-coded wires.
 11. Ability to read schematics and construction blueprints.
 12. Ability to read and interpret written/verbal instructions.
 13. Ability to safely move and relocate heavy objects.
 14. Ability to operate hand/power tools and equipment associated with position.
 15. Ability to learn and use computer software applications.
 16. Ability to work flexible hours/shifts.
 17. Ability to work in confined areas.
 18. Ability to withstand heights and perform work safely.
 19. Ability to work cooperatively with employees, contractors, agencies, and the public.
 20. Ability to recognize/report hazards and apply safe work methods.
 21. Possess physical and mental stamina commensurate with the responsibilities of the position.
-

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Seven (7) years' detailed work experience in information technology (IT) support, or an equivalent combination of education, training, and experience.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) is required at the time of application/Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

Preferred Qualifications

Industry certifications in voice and/or network communications.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
 2. Transcripts from an accredited college/university, if applicable.
 3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Current copy of driving history (dated within six (6) months from the date printed) issued by the DMV.
 5. Specific documented evidence of training and experience to satisfy qualifications.
-

Examples of Assigned Work Areas

District facilities - offices, schools (i.e., classrooms, computer labs, mechanical equipment rooms, cafeterias), construction sites, etc.

Work Environment

Strength

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 lbs., frequently; 10-20 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

Examples of Equipment/Supplies Used to Perform Tasks

District-issued/personal vehicles, servers, computers, power/hand tools, crimping tools, ladders, test equipment, fiber-optic tools, personal protective equipment (i.e., hard-hats, safety glasses, steel-toed footwear, etc.)

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 07/24/23
- Created: 03/23/20