



# Little Rock School District

## JOB DESCRIPTION

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**Position Title:** Info Services Telephone System Engineer

**Prepared Date:** 01/11/2022

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### **JOB GOAL:**

To provide quality information systems and PC application support to a diverse LRSD user community.

### **TERMS OF EMPLOYMENT:**

Twelve (12) month (245) days contract, Pay 802 Grade 16, plus benefit package. NOTE: Precise placement within the salary range will be determined based upon education and experience. **FLSA: Non-Exempt**

### **QUALIFICATIONS:**

1. Associates Degree in Engineering, Electronics, and/or Computer Technology area, knowledgeable in basic telephony, willing to substitute experience for education.
2. Training in the following areas: ShoreTel/Mitel IP phone system Installation, Maintenance and Basic Telephony Management.
3. Successful experience in installing and supporting a ShoreTel/Mitel IP phone system.
4. Serves as a liaison between LRSD and Windstream Communications and the current ShoreTel/Mitel Service Vendor.
5. Successful experience working in an Enterprise Wide Area Networking environment.
6. Successful experience with installing Cat-5 cabling if needed.
7. Successful experience in collaborating with peers to implement a project.
8. Competence in using Microsoft Office applications desirable.
9. Strong organizational, communication, and interpersonal skills.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Corrects telephone trouble for station users as reported.
2. Performs moves, adds, and makes changes as requested.
3. Performs remote diagnostics for the ShoreTel/Mitel IP phone systems.
4. Monitors and clears systems troubles at all sites.
5. Routinely performs software database backups at all sites.
6. Monitors and clears trouble tickets for Voice over IP (VoIP) lines.



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7. Monitors and clears trouble tickets for Primary Rate Interface (PRI) trunk lines.
8. Reports Central Office Plain Old Telephone Service (POTS) line trouble to Windstream and follow up on the status.
9. Maintains and updates cable and station records.
10. Exchange and order replacement station equipment as needed.
11. Performs routine maintenance to all remote sites.
12. Assists users accessing voice mail and user features.
13. Advises of new and future technology that will enhance systems.
14. Assists LRSD Safety and Security and LR Police Department with tracking malicious calls including bomb threats as necessary.
15. Works with LRSD Security and Fire Alarm System vendors on testing and clearing line trouble on security and Simplex Fire Alarm monitoring lines as reported.
16. Performs all other duties as assigned.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### **Mental Functions, Physical Requirements, and Working Conditions:**

While performing the duties of this job, the employee is regularly required to sit, stand, walk, go up and down stairs, operate foot and hand controls, and use a telephone and write. Occasionally the employee must lift and/or move up to twenty (20) or more pounds. This position requires accurate perceiving of sound, near and far vision, depth perception, handling and working with educational materials and/or objects, and providing oral information. Must have the ability to work for the duration of the daily contracted time period, and to be physically present and at assigned work, with only infrequent unexcused absences, during the contract year. Additional technical skills, knowledge, and abilities may be recommended by immediate supervisor and approved by the Human Resources Director.