**INDIAN PRAIRIE COMMUNITY UNIT SCHOOL DISTRICT 204**

**JOB DESCRIPTION**

**TITLE:** TELECOMMUNICATIONS ENGINEER

**SUMMARY:**  Perform duties to plan, develop, configure, operate and maintain network systems, remote access, security, and connectivity.

**ESSENTIAL JOB FUNCTIONS:**

1. Ensure all systems, procedures and work practices follow established standards of security and quality control.
2. Manage and provide administration for VoIP infrastructure and associated software, including Call Managers, Voice Mail, Gateways, and other associated equipment.
3. Implement voice connectivity services that are distributed across the network to the District’s schools and sites.
4. Manage VoIP projects with a goal to improve or expand service.
5. Mange the internal number architecture as it applies to new numbers and reorganization.
6. Recommend hardware/software upgrades to VoIP components and end-user systems based on compatibility, cost, and performance. Prepare VoIP budget recommendations as needed.
7. Create procedures and training plans for VoIP systems administration and appropriate use and provide training as needed.
8. Monitor and identify capacity and performance issues for VoIP traffic to ensure optimum performance.
9. Test and analyze telecommunications hardware and software applications for system viability.
10. Test and develop disaster recovery plans to detect faults, minimize malfunctions, and backup systems.
11. Conduct research on emerging products, services, protocols and standards in support of telecommunications and network equipment procurement and future development efforts, such as fax services, e911 compliance, and enhanced conferencing capabilities.
12. Maintain support for telecommunication solutions, such as PBXs, cellular services; call management systems, voicemail, and legacy analog devices.
13. Install, configure, test, maintain, monitor, and troubleshoot hardware, software, and associated peripheral devices.
14. Configure settings for the emergency calling functions associated with the VoIP communications system.
15. Manage and provide administration for mobile phone calling plans, phone equipment, and associated equipment.
16. Monitor mobile phone call patterns and billing to recommend changes in calling plans.
17. Manage service calls with outside vendors to provide support and resolve issues or to obtain information on products and services.
18. Communicate with building level representatives to facilitate changes as needed.
19. Collaborate with Network/Telecom team and the rest of the Technology Services team on projects or troubleshooting.
20. Provide user level and team support including after hours technical support and assisting the network engineer as needed.
21. Perform other duties as assigned

Revised January, 2019

Staff Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff ID # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

School Year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IPCA and Non-Bargaining Unit Goal Setting Document**

**Goal Setting:**

My professional goal(s) for the school year is/are in reference to number(s) \_\_\_\_\_on the evaluation instrument for my job classification. Growth in this/these area(s) will be evidenced by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Further definition of goal area(s):**

**(To be completed by the supervisor/administrator as needed)**

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Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Administrator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Non-Bargaining Employee Evaluation and Goal Employee’s Name:**\_\_\_\_\_\_\_\_\_\_\_\_\_

**Review Form Employee’s ID # \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Indian Prairie School District #204 Conference Date:­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: TELECOMMUNICATIONS ENGINEER

This form is used by supervisors of non-bargaining staff members who are working in part-time or full-time positions with the Indian Prairie School District #204. The non-bargaining employee’s immediate supervisor may complete the form. If the employee’s immediate supervisor is not a District administrator, the administrator who supervises the program or areas in which the classified employee works must sign the form. The employee must be provided with a copy of the signed and completed evaluation.

**Key:**

(P) Proficient—indicates that the numbered statement is true

(E) Emerging—points to growth needed in the area; the rating includes a comment

(U) Unsatisfactory—requires a comment which defines the area of concern and expectations for improvement

(NA) Not Applicable

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| --- | --- | --- | --- | --- | --- |
|  | P | E | U | NA | Comments |
| 1. Ensure all systems, procedures and work practices follow established standards of security and quality control. |  |  |  |  |  |
| 2. Manage and provide administration for VoIP infrastructure and associated software, including Call Managers, Voice Mail, Gateways, and other associated equipment. |  |  |  |  |  |
| 3. Implement voice connectivity services that are distributed across the network to the District’s schools and sites. |  |  |  |  |  |
| 4. Manage VoIP projects with a goal to improve or expand service. |  |  |  |  |  |
| 5. Mange the internal number architecture as it applies to new numbers and reorganization. |  |  |  |  |  |
| 6. Recommend hardware/software upgrades to VoIP components and end-user systems based on compatibility, cost, and performance. Prepare VoIP budget recommendations as needed. |  |  |  |  |  |
| 7. Create procedures and training plans for VoIP systems administration and appropriate use and provide training as needed. |  |  |  |  |  |
| 8. Monitor and identify capacity and performance issues for VoIP traffic to ensure optimum performance. |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
|  | P | E | U | NA | Comments |
| 9. Test and analyze telecommunications hardware and software applications for system viability. |  |  |  |  |  |
| 10. Test and develop disaster recovery plans to detect faults, minimize malfunctions, and backup systems. |  |  |  |  |  |
| 11. Conduct research on emerging products, services, protocols and standards in support of telecommunications and network equipment procurement and future development efforts, such as fax services, e911 compliance, and enhanced conferencing capabilities. |  |  |  |  |  |
| 12. Maintain support for telecommunication solutions, such as PBXs, cellular services; call management systems, voicemail, and legacy analog devices. |  |  |  |  |  |
| 13. Install, configure, test, maintain, monitor, and troubleshoot hardware, software, and associated peripheral devices. |  |  |  |  |  |
| 14. Configure settings for the emergency calling functions associated with the VoIP communications system. |  |  |  |  |  |
| 15. Manage and provide administration for mobile phone calling plans, phone equipment, and associated equipment. |  |  |  |  |  |
| 16. Monitor mobile phone call patterns and billing to recommend changes in calling plans. |  |  |  |  |  |
| 17. Manage service calls with outside vendors to provide support and resolve issues or to obtain information on products and services. |  |  |  |  |  |
| 18. Communicate with building level representatives to facilitate changes as needed. |  |  |  |  |  |
| 19. Collaborate with Network/Telecom team and the rest of the Technology Services team on projects or troubleshooting. |  |  |  |  |  |
| 20. Provide user level and team support including after hours technical support and assisting the network engineer as needed. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | P | E | U | NA | Comments |
| 21. Handles special requests with competence and grace. |  |  |  |  |  |
| 22. Maintains a professional demeanor, appearance, and work ethic. |  |  |  |  |  |
| 23. Maintains confidentiality regarding student, staff, and parent information. |  |  |  |  |  |
| 24. Works well with students, teachers, colleagues, staff, administration and parents/community members |  |  |  |  |  |
| 25. Uses technology effectively to perform job-related tasks. |  |  |  |  |  |
| 26. Is on site and ready for work at the appropriate time each day. Honors lunch and break rules as well as rules relating to length of the work day. |  |  |  |  |  |
| 27. Performs other duties as assigned. |  |  |  |  |  |

**Additional comments as needed:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Administrator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(The employee’s signature on this form does not necessarily mean that he/she agrees with this evaluation. The employee may submit a written statement about this evaluation to the Assistant Superintendent for Human Resources within ten (10) days of receiving this evaluation.) The written response will be attached to the evaluation form prior to placing it in the employee’s personnel file.