JOB DESCRIPTION

TITLE

VolP & Network Administrator

JOB SUMMARY

The VolP and Network Administrator is responsible for the implementation, maintenance, administration, documentation, and support of the university's IP telephony voice communication system (VolP) and its associated network connections and component hardware, as well as for assisting with the administration and maintenance of other network infrastructure. Will also serve as a project liaison for all renovation, office moves, and building projects that have a network, telephony, and/or cabling component.

As a member of the Office of Technology team, the VolP and Network Administrator is expected to uphold the division’s mission to “empower an agile, digital workforce and elevate technology as a strategic institutional asset” and contribute positively to a collaborative, human-centered, innovative, accountable, transparent, and inclusive culture within OoT.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Cyberinfrastructure Services

Supervises: No supervisory responsibilities

ESSENTIAL DUTIES - May include, but not limited to the following:

VolP & Network Administration (45%)

- Manages and administers assigned network and VolP infrastructure, including capacity/feasibility planning, new installations, upgrades, configuration, feature functionality testing, maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user connectivity.
- Optimizes performance of VolP systems and related circuitry, switching, voice gateways, and networks; troubleshoot problems and outages; and perform routine maintenance and upgrades.
- Maintains VolP system software and firmware to current vendor-support level.
• Maintains equipment inventories and performs or coordinates maintenance, upgrades, and repair of equipment.
• Performs VoIP, voicemail, and network service adds, moves, and changes.
• Assists in the maintenance and support of copper (voice) and fiber (data) cable plants, including coordinating with vendors to ensure cable is installed to university standards, and testing/troubleshooting physical cable plant problems.
• Coordinates integration with third-party telephone service providers, including integration with data networks.
• Trains and provides support to end users on the features and use of the VoIP system.
• Provides end user support, via the OoT ticketing system, for issues related to VoIP or related network components. Coordinates with hardware and software vendors to provide support, as needed, and to ensure timely resolution of problems.

Project Liaison (45%)

• Serves as liaison to Facilities and project stakeholders during renovation, office moves, and building projects with a network, telephony, and/or cabling component.
• Works with Facilities, architects, project stakeholders, building tenants, and the OoT infrastructure teams to define and design telephony, network, and/or cabling needs and requirements for building projects, including analyzing project requirements, preparing design specifications, reviewing architectural plans, and designing and reviewing RFPs.
• Provides on-site coordination, inspection, and contractor oversight for OoT-related work.
• Identifies, organizes, and tracks major tasks and projects related to OoT and the university’s network, telephony, and/or cabling infrastructure, and related services.
• Coordinates and performs project planning and project management responsibilities, which may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress.
• Manages vendor relationships to ensure compliance with service level agreements (SLAs), project timelines, and design and quality standards are being met.

ADDITIONAL DUTIES

Participation & Support (10%)

• Maintains awareness of current practices and future trends in network and telephony technology and best practices.
• Represents the Office of Technology and participates in the campus community by serving on working groups, project teams, and college committees.
• Performs other duties as requested.
EDUCATION

Bachelor’s degree required. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis. IT and/or project management certifications, such as ITIL, Agile, PMP, CCNA, BICSI, OSHA preferred.

EXPERIENCE

Five years experience in telecommunications, voice technologies, VoIP, and/or networking. Experience with project coordination, project management, and/or business relationship management desirable.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Demonstrated experience performing hardware and software installations as required for voice communication systems.
- Established knowledge of the practices and principles of telecommunication systems analysis, planning, design, and problem resolution.
- Strong understanding of telephony infrastructure and design, including PBX, VoIP and SIP trunking.
- Understanding of network infrastructure and design, including cabling, LAN, WAN, security, and wireless.
- Familiarity with construction processes and timelines, with the ability to read blueprints.
- Ability to manage multiple projects and vendors to completion within time, budget, and quality standards.
- Demonstrated ability to listen, understand customer needs, and maintain a customer/client focus with an emphasis on problem solving and resolution.
- Ability to build effective relationships and strong commitment to working collegially and collaboratively with constituents at all levels in a diverse and distributed environment.
- Ability to use a personal computer and other office equipment, including related university software and email.
Additional/Desirable Skills & Abilities

- IT and/or project management certifications, such as ITIL, Agile, PMP, CCNA, BICSI, OSHA, etc.
- Experience with design, implementation, and maintenance of enterprise VoIP solutions.
- Experience defining and designing telephony, network, and/or cabling needs and requirements for construction projects.
- Experience in a higher education setting.
- Familiarity with Texas Administrative Code (TAC 202).

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. The employee is required to work on-call. Ability to ascend and descend ladders and stairs.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. This position works from an office but will also be on construction job sites, with the various conditions associated with that work.

Hazards include a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, or exposure to chemicals.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.
The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ___________________________  Date: ______________

Employee Printed Name: __________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.