

## CITY OF BELLINGHAM

### JOB DESCRIPTION

**JOB TITLE:** Network & Telecommunications Support Analyst **UNION:231**  
**CLASS TITLE:** Systems Analyst 2 **SG:S-11**  
**DEPARTMENT:** Information Technology Services **CS:N**  
**EEO4CODE:TE**

#### **JOB SUMMARY:**

Oversees and serves as primary resource responsible for administrative, operational, and technical aspects of telecommunications systems. Under the direction of the Network Administrator, serves as primary or backup resource for a variety of network systems in a complex multi-site environment. Provides leadership, coordination, technical/administrative analysis services, solutions recommendations, and training support to users at all levels of the organization. Supervises contractors and vendors performing installation, repair, and maintenance of telephone systems and related equipment. Trains others to provide support as needed. Provides telecommunications and network services to ensure successful operations, necessary integration, maximum efficiency, and cost-effective service delivery. Plans and carries out moves, additions, and changes for network/telecommunications devices and services in the City. Maintains accurate documentation and records related to network/telecommunications services. Prepares and administers telecommunications or network systems budgets, performs bill review and periodic audits for policy compliance, maintains detailed records. Trains backup technical personnel to perform administrative functions. May provide support for other City software applications, network services, or serve as a service desk resource.

#### **SUPERVISORY RELATIONSHIP:**

Reports to Network Administrator or assigned Supervisor. May take work direction from Information Technology Services Director. May be assigned supervisory duties of personnel. Supervises vendors, contractors, consultants, project teams, etc. in the installation, repair, and maintenance of city systems.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Provides leadership, project management/coordination, technical/administrative analysis, advice, technical support, training, and written and oral communications related to telecommunications for citywide personnel; resolves problems through internal resources or through consultation with vendor technical support staff.
2. Oversees and serves as primary resource responsible for administrative, operational, and technical aspects of telecommunications systems, which include telephone systems, call accounting, call distribution, voice mail, e911, cell phones, and related systems and services.
3. At the direction of the Network Administrator, serves as primary or backup resource responsible for selected network related systems and services, which may include LAN/WAN infrastructure, virtual environment management, enterprise storage management, backup infrastructure, offsite storage, wireless access, mobility devices, server acquisition and setup, data center configuration and services.

4. Maintains accurate and comprehensive network/telecommunications system documentation. Monitors a variety of system logs to ensure health, performance and security. Researches and maintains knowledge of current telecommunications technologies and best practices.
5. Leads upgrades and transitions, or partners in telecommunications changes with Network Administrator or other technical staff. Conducts product research, recommends technical solutions for the City related to telecommunications. Contributes to needs assessments, project prioritization and work planning for ITSD department.
6. Configures, upgrades, or installs network/telecommunications systems based on customer requirements, or supervises contractors and vendors performing installation, repair, and maintenance of telephone equipment, cabling facilities, and related equipment.
7. Prepares and administers network/telecommunications systems budgets, performs bill review, reconciliation, and periodic audits for policy compliance; maintains detailed records. Works closely with department administrative staff to maintain accurate billing, budget, and related records.
8. Researches, recommends and implements improved network/telecommunications services to ensure successful implementation, necessary integration, maximum efficiency, and cost-effective service delivery. Ensures that network/telecommunications systems are accessible, usable, and reliable. Responds to system failures or maintenance and repair emergencies that may occur at any time.
9. Communicates with City staff at all levels of the organization related to network/telephone services and technology issues to improve employee awareness and effective utilization of systems.
10. Plans and carries out moves, additions, and changes for network/telecommunications devices and services in the City.
11. Serves as technical/applications resource, assisting on other projects or assignments related to applications, network, service desk, technical, or administrative needs by the department.

**ADDITIONAL WORK PERFORMED:**

1. Serves as backup to applications and/or technical staff to ensure the continuity of all services and support across systems and applications.

**PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):****Knowledge of:**

- Current and comprehensive knowledge of telecommunications systems, computer/telephony integration, related hardware & software in a complex multi-site enterprise setting, billing methods, contract issues, copper/fiber cabling systems, and customer support strategies
- Current and comprehensive knowledge of Ethernet switching and routing technologies, Local Area Network (LAN) and Wide Area Network (WAN) systems in a complex multi-site enterprise setting, enterprise storage management, virtual environment management, voice and data networks, network protocols, and related technologies and best practices.
- Knowledge of City and department policies and procedures including work processes and labor contract provisions for the workgroup.

- Knowledge of PC operating systems such as Microsoft Windows.

**Skill in:**

- Strong skills in administering ShoreTel IP telephony system in a complex business environment, including core telephony server, voice mail system and call center.
- Strong skills in analyzing, designing, troubleshooting, maintaining and documenting the following: LAN/WAN infrastructure, virtual environment management, enterprise storage management.
- Strong skills in writing Requests for Proposals, requirements specifications, creating and maintaining complex documents for telephone and wiring construction projects.
- Strong skills in project coordination, hardware/software/equipment acquisition, telecommunications contract administration, maintenance of technical and administrative telecommunications documentations and records, budget preparation and oversight
- Utilizing City standard application software which includes, but not limited to, Windows operating systems, Microsoft Office Suite.
- Using and directing use of technology support systems such as Help Desk software, Call accounting and reporting, Network/Telephone system monitoring tools, network hardware and software.
- Excellent written communication skills for composing documentation and corresponding with City employees and vendors, preparing/reviewing complex telecommunications contracts, interpreting complex telecommunications documents/procedures
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills.

**Ability to:**

- Work on multiple projects concurrently.
- Develop/implement/administer internal billing systems and budgets, maintain accurate technical and administrative records, assist or guide others with bill review and reconciliation
- Maintain absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Maintain security and confidentiality of systems and records while adhering to security policies and procedures.
- Read and interpret instruction manuals and troubleshoot and solve hardware and software problems.
- Create, maintain, and review detailed systems information and documents.
- Use good judgment in difficult, high pressure situations, such as contract negotiations, public input meetings, and equipment failure emergencies
- Work with and interpret needs for a variety of user departments.
- Work independently with minimal supervision.
- Edit/review work of others for potential content issues/concerns.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - lift and carry approximately 40 pounds;
  - visual acuity to be able to diagnose and resolve technical problems with computer displays;
  - hearing ability to evaluate sound quality and distinguish tones;
  - and manual dexterity to manipulate a keyboard, hand tools and other computer equipment.

**WORKING ENVIRONMENT:**

The work is generally performed in an office environment with frequent visits to customer worksites. Works extensively at a computer work station. May require extended hours and weekend or evening work to respond to callouts for emergencies or as required. Works with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Bachelor’s degree in telecommunications, computer science, information systems management, or related field
- Four years of progressively responsible experience in telecommunications coordination and management, overall administration of complex communications systems, voice and data integration projects, etc.
- Four years of progressively responsible experience in network administration, preferably including virtual environment management and enterprise storage management.
- Successful completion of telecommunications-related certifications, network management certifications, or verifiable on-the-job training preferred.
- Experience administering ShoreTel IP telephony system preferred.
- A combination of relevant experience and training which demonstrates the knowledge, skill, and ability to perform the essential functions of the job will be considered.

**NECESSARY SPECIAL REQUIREMENT:**

- Employment contingent upon passing a criminal convictions and local background check.
- Valid Washington State driver’s license and good driving record. Must provide a three-year driving abstract prior to hire.
- Willingness and ability to work extra hours or change hours as needed and to respond to evening and weekend callouts for emergencies or when special circumstances require.

**PREPARED BY:** L. Hill  
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6/06

**REVIEWED BY:** \_\_\_\_\_  
Marty Mulholland, ITSD Director

**REVISED BY:** L. Hill  
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**JOINT CLASSIFICATION COMMITTEE ALLOCATION:**