

CITY OF GLENDALE

TITLE: Voice Communications Administrator **CLASS CODE:** 273IS

REPORTS TO: Voice Communications Coordinator **GRADE:** 24

DEPARTMENT: Information Systems **FLSA:** E

JOB DESCRIPTION DATE: July 1, 2005 bwg

JOB SUMMARY:

Provides system support for all City-owned telephone systems including voice mail and automated attendant applications.

ESSENTIAL FUNCTIONS:

1. Provides system support for all additions, moves and changes within City-owned phone systems.
2. Manages the voice mail system(s) and related software applications.
3. Provides technical assistance and support to City staff on voice communications.
4. Provides training to City staff regarding voice communication systems.
5. Interfaces between vendors and the City on voice applications.
6. Provides equipment information for updating telephone database.
7. Creates history information on voice mail system.
8. Maintains files and records of cabling and requests for changes.

SECONDARY FUNCTIONS:

9. Performs other related duties as required.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Voice communications practices and engineering applications.
US West tariffs and services.

Ability to:

Troubleshoot and correct system problems.
Develop and instruct training programs in voice communication systems.
Communicate effectively verbally and in writing.
Establish and maintain effective working relationships with City staff and the general public.

WORKING CONDITIONS:

Office setting.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Communications, Management Information Systems or a related field and two years experience working with voice communication systems.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.

Certification by Northern Telecom Equipment.