



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	990232002	Last Revised:	06/13/2018
Position Title:	VOIP Specialist	Department:	Information Technology
Reports to:	Telecommunications Manager	Division:	Information Technology

Primary Function: The candidate will manage and support the Yealink VOIP resources within the EBCI Network such as IP phones, Gateways, routers, data switches, power insertion devices as well as cabling infrastructure and fiber optic connections. This position will be responsible for the supervision of installation and maintenance of all VOIP infrastructures. Management and implementation of all research and provisioning of hardware/software, networking equipment, testing instruments, and infrastructure devices needed to ensure a high level of quality service to 800+ EBCI telephone users spread out over 50+ sites.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Monitor Yealink VOIP system performance to assure the dependable and uninterrupted operation of telephone communications.
- Perform installation and maintenance of telecommunications equipment and systems.
- Perform installation and maintenance of networking equipment associated with the Voice over IP system.
- Identify and replace malfunctioning or inoperative equipment, such as circuit cards or processing units, and performs repairs and preventative maintenance.
- Determine which backup components should be maintained in stock. Troubleshoot entire communications system to determine if problems are telephone hardware or cabling.
- Assist the IT Security Specialist with the Disaster Recovery plan to deal with a catastrophic event. Oversee or assist in installation of other PBX hardware and systems.
- Set up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.
- Terminate cable on cross connects, hubs, wall-plates, and will be required to learn Fiber Optic splicing techniques and is required to assist in splicing and maintenance of EBCI Fiber Optic Local Loop fibers as well as troubleshooting.
- Maintain an inventory of all tribal telecommunications equipment.
- Responsible for developing and implementing a plan that encompasses working with contractors to set up and maintain the Voice Over IP phone systems, voice mail, telephone hookups and maintenance.
- Serve as information liaison and gives technical assistance to Department and Tribal personnel.
- Contribute to the development of policies and procedures concerning the tribal telecommunications equipment.
- Maintain all reports, records, files and logs, as required. Read technical manuals and brochures to stay abreast of new updates and or upgrade availability.
- Visit vendors to learn about available products, enhancements, or services.
- Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing systems.
- Perform other duties as requested by supervisor.

Education /Experience:	<ul style="list-style-type: none"> ➤ A two year degree in telecommunications required. The equivalent combination of education and experience (2-3 years) may be accepted in lieu of degree requirement.. Candidate must have a broad range experience of working with concepts and technologies of telecommunications. ➤ Demonstrated experience (1-3 years) in PBX Administration, cabling techniques, internal building wiring, grounding systems, fire safety codes, ability to read blue prints, and use of a broad range of testing equipment required.. ➤ Technical certifications and hands on experience in Yealink (Design, Provisioning, Administration and Networking) are required. It would take 24 months on the job to become proficient in this position. ➤ Must also have at least 3 years of networking experience. ➤ Valid NC Driver's License required.
Job Knowledge:	<p>Candidate must have high-level of knowledge telecommunications concepts and technologies. . Abilities in working with computers, software, and telecommunications equipment, routers, switches, IP Gateways, Fiber Optic circuits, and must coordinate with the Network Administrator and other IT staff to assure a quality of service comparable to National carriers. Candidate must have a technical background with strong understanding of network services in the following areas: Frame Relay, ATM, VOIP, SON, ISDN, T1.5, T45 and SONET. Excellent oral and written communications skills are necessary</p>
Complexity of Duties:	<p>Constantly evaluates and modifies existing systems to meet operational requirements. Candidate must have excellent foresight and ability understand all ramifications and effects of any changes to the system. Must use problem solving skills and be able to analyze data in performing job duties. Requires the ability to plan and coordinate schedules and activities with contractors, users, and team members.</p>
Contact with Others:	<p>Internal professional contacts include the Executive Office, Council, program directors, coworkers, auditors, governmental agency employees, vendors and the general public to exchange and/or provide information. Interpersonal skills are required along with tact, decorum, and professional etiquette. Assist in developing contracts and contacts.</p>
Confidential Data:	<p>Candidate must adhere to the non-disclosure/confidentiality agreement of the EBCI at all times.</p>
Mental /Visual /Physical Effort:	<p>Subject to frequent interruption requiring varied responses. Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Must have color recognition ability (no color blindness).</p>
Environment:	<p>Work in a normal business office setting. Individual will be constantly and consistently visiting other Tribal program locations.</p>
Extent of Supervision:	<p>Coordinate the day-to-day telecommunications-related activities through the Help Desk Coordinator. Assist in the maintenance of an effective organization through the motivation, training, evaluation and counseling of employee.</p>
Scope of Supervision:	<p>Supervise the work of one Telecommunications Support Technician.</p>
Supervision Received:	<p>This position reports to the Telecommunications Manager. The ability to plan and work independently as well as supervise others is required. Must respond to complex issues with minimal supervision and be able to communicate responses accurately to appropriate personnel.</p>