

**POSITION DESCRIPTION
COUNTY OF TIPPECANOE, INDIANA**

POSITION: Unified Communications Engineer
DEPARTMENT: Department of Information Technology
WORK SCHEDULE: 8:00 a.m. - 4:30 p.m., M-F
JOB CATEGORY: PAT V (Professional, Administrative, Technological)

DATE WRITTEN: January 2021

STATUS: Full-time

DATE REVISED:

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Tippecanoe County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Unified Communications Engineer for the Department of Information Technology, responsible for implementation and management of County-wide enterprise communication systems integration activities, while coordinating and leading business analysis functions in collaboration with Department Heads.

DUTIES:

Provides technical expertise in configuration, implementation, and maintenance of enterprise multi-clustered Cisco UC infrastructure environment.

Provides Proof-of-Concept and product/solution evaluations.

Designs, implements, and maintains messaging, presence, and conferencing solution utilizing such tools as Cisco Call Manager, Cisco Webex, Microsoft Teams, Zoom, and other current/future technologies.

Identifies hardware requirements, dial plan strategies, and migration strategies in compliance with existing change control and security processes.

Supports Audio/Visual hardware/software, including Dante controllers and Tesira Biamp Systems.

Supports SIP and PRI technology.

Coordinates with carriers in the repair and restoration of voice circuits.

Acts as the primary interface with user and vendors for resolving problems.

Recognizes and identifies potential areas to develop or update policies and procedures.

Collaborates with County departments, developing and implementing new technology projects.

Serves as backup to Network Administrator.

Provides technical support and training to end-users.

Assists other teams within IT through cross-training or administrative tools.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Bachelor's degree in computer science or related field and three years' experience in business analysis or applications development with two years serving as lead for application, project, or program required. Equivalent combination of education and experience with two years' experience serving as lead for application, project, or program may be considered.

Expert knowledge of Cisco UC communications design, configuration, technology concepts and methodologies.

Expert knowledge of configuring and troubleshooting Voice Gateways/Gatekeepers.

Solid understanding of AD, LDAP, QoS, DNS, TCP/IP, routers, and switches.

Ability to maintain accurate and detailed records and prepare and present comprehensive written and oral reports and recommendations.

Ability to effectively communicate orally and in writing with co-workers, other County personnel, and software hardware technical support personnel including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work extended, evening, and/or weekend hours and occasionally travel out of town for training/seminars, sometimes overnight.

II. DIFFICULTY OF WORK:

Incumbent performs a broad array of duties which are of substantial intricacy with interrelationships among them not always self-evident. Incumbent performs according to technical manuals and department policies and accepted industry procedures.

III. RESPONSIBILITY:

Incumbent applies standardized practices to individual cases, where desired results are clearly indicated, and referring unusual/unprecedented situations to supervisor as needed. Incumbent receives occasional supervision, with work reviewed primarily for attainment of objectives.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County personnel, and software hardware technical support personnel for purposes of exchanging information and solving problems.

Incumbent reports directly to Chief Information Officer.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment involving sitting/walking at will, lifting/carrying objects weighing less than 25 pounds, keyboarding, close vision, hearing sounds/communication, and speaking clearly.

Incumbent occasionally works extended, evening, and/or weekend hours, and occasionally travels out of town for training and/or meetings, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Unified Communications Engineer for the Department of Information Technology describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee signature

Date

Print or Type name