



**JOB DESCRIPTION**  
Telecommunications Analyst

<b>DIVISION:</b> Office of Performance & Information Technology (PIT)	<b>GRADE:</b> IT1
<b>DEPARTMENT:</b> IT Infrastructure & Production Services	<b>WORK DAYS:</b> Annual
<b>REPORTS TO:</b> Director (IT Operations)	<b>FLSA STATUS:</b> Exempt
<b>CLASSIFICATION:</b> Classified	<b>DATE:</b> 6/8/2021

**Our Mission:** Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

**Our Vision:** A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

**Our Guiding Principles:** **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

**POSITION SUMMARY**

The Telecommunications Analyst installs, configures, tests, manages, monitors, supports, and troubleshoots Unified Communications systems, with a focus on Telecommunications. Inspects work performed by contractors, vendors and APS personnel to ensure work meets specifications and is compliant with quality standards.

**MINIMUM REQUIREMENTS**

***EDUCATION:***

- Associate's degree preferred in an Information Technology Discipline.

***CERTIFICATION/LICENSE:***

- Networking, Telecommunications and Unified Communications certifications preferred.

***WORK EXPERIENCE:***

- 2 years supporting Telecommunications and Unified Communications systems.

**KNOWLEDGE, SKILLS & ABILITIES**

- Enterprise-class software and monitoring systems for all networking related systems.
- Internet Service Providers Firmware.
- Ability to organize work in a precise manner.
- Ability to concentrate for long periods of time.
- Must be able to work under pressure and meet deadlines.
- Optimistic, energetic and passionate.
- Must have strong technical and communication skills.



## **ESSENTIAL DUTIES**

- Builds, configures, installs, monitors and supports the Voice over IP Telecommunications System for the entire school district.
- Builds, configures, installs, monitors and supports the Unified Communications Systems, including Email Integration, Active Directory, Voicemail, Presence, Mobile Device Integration, and other related components for the entire school district.
- Installs, configures, tests and updates Operating Systems, Firmware and related enterprise-class software and monitoring systems for all networking related systems for the entire school district.
- Provides Infrastructure Support for Enterprise Applications, including meeting with Business and Application Owners to define requirements prior to project implementation.
- Creates and updates Documentation and Diagrams for the Unified Communications Environment and ensures Audit Compliance.
- Delivers services in his/her area of expertise as called upon by IT management, in support of the mission and goals of APS.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

## **PHYSICAL ABILITIES AND WORKING CONDITIONS**

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

**Vision:** Ability to read small print and view a computer screen for prolonged periods.

**Hearing:** Ability to tolerate exposure to noisy conditions.

**Speech:** Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

**Upper Body Mobility:** Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

**Strength:** Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

**Environmental Requirements:** Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

**Mental Requirements:** Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

**Remote Work Requirements:**

**Additional Work Conditions & Physical Abilities:** Ability to be flexible and adapt as needed between various in-person working environments.



***The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.***

***This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.***