

## **IS COMMUNICATIONS SPECIALIST**

### **DEFINITION OF WORK**

Under general supervision, the purpose of this position is to perform administrative and technical work by maintaining both digital and IP telephony system to ensure that various departments are able to communicate with the public and other County staff; managing a subsidiary program of the department and automated phone systems; preparing and maintaining records and computer databases; creating and compiling various reports; and ensuring that all forms of communications are functioning correctly, up-to-date with the best features, and to provide excellent customer service to the organizational unit staff, County management, and the public. Work may include related duties as required.

### **EXAMPLES OF WORK**

Maintains the effectiveness of the County phone systems by insuring instruments are operational and available, communications computer equipment is functioning properly, sufficient resources are on hand for continued operations, and required changes to individual and department lines are accomplished including the addition, deletion or change of number(s), setup voice mail boxes, change passwords, and reconfigure features. Consults with approved vendors to ensure the call flow scripts are written correctly; makes changes to scripts per departments' request; trains employees on the features of new phones; creates department and County phone reports; troubleshoots various phone problems; maintains accurate inventory of telephone sets, expansion phone modules, and phone headsets; and creates monthly reports to combine long distance/international calling and equipment cost. Employee prepares and distributes newsletters and County notifications; maintains confidentiality of various material and information; and summarizes information for various reports and other output.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year college or university with a degree in business administration, information systems or related discipline and two years of experience involving the maintenance of personal computer data files and phone applications or data processing; or graduation from a two-year college or technical school with course work emphasis in business administration, information systems, data processing or related discipline and four years of experience involving the maintenance of personal computer data files and phone applications or data processing; or an equivalent combination of education and experience.

#### **Knowledge, Skills, and Abilities:**

Thorough knowledge of programs, goals, objectives, policies and procedures of assigned office or department. Considerable knowledge of telephone switch technology, telephone and PC hardware components and telephone/PC software applications. Knowledge of the overall systems environment such as systems maintenance, workstation support, internet connectivity and security services as well as specific products in use. Skilled in use of popular and specialized computer-driven word processing, spreadsheet, and database programs; organizing work flow and coordinating activities. Ability to research and analyze program documents and narrative materials, and to prepare moderately complex reports and presentations from information gathered; respond quickly, competently and patiently to user requests; make routine

administrative decisions independently in accordance with laws, regulations, and County policies and procedures, and to solve problems and answer questions; develop and modify work procedures, methods and processes to improve efficiency; effectively express ideas orally and in writing; review and verify accuracy of narrative and numerical material; exercise tact and courtesy in frequent contact with County officials and the general public; exercise discretion in use of confidential material. Is able to establish and maintain effective working relationships as necessitated by work assignments.

### **SPECIAL REQUIREMENTS**

Knowledge and experience of Cisco Software Applications, Cisco Unity Connection Administration, Cisco Unified Contact Center Express Administration, and Cisco Unified Communications Analysis & Reporting. Knowledge and experience of Nortel Software Applications such as Nortel CS1000 Telephony Manager, Nortel Call Pilot, and Nortel Application Builder. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

### **ADA REQUIREMENTS**

Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Requires the ability to perform coordinated movements involving placing and turning motions, such as sorting, filing and retrieving, and connecting cables to ports for phones. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communication ability.

### **PHYSICAL REQUIREMENTS**

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-25 pounds).