

Telecommunications Specialist *REPOST*

Department:	Information Technology Services	Competition #:	24-SS-23
Campus:	South - Windsor	Classification:	Support Staff
Posting Type:	External	Payband:	I
Status:	Appendix D – term until June 2025	Hourly Rate:	\$39.34 - \$45.59
Position Testing:	Yes	Hours Per Week:	40
Clerical Testing:	No		
Start Date:	Monday October 14, 2024	Closing Date:	OPEN

St. Clair College is seeking an experienced and motivated professional who shares our commitment to quality and student success.

POSITION SUMMARY

The incumbent is responsible for providing System Administration, and Co-ordination of day-to-day operations for the College Community, Corporate Clients and other Educational Institutions regarding Telecommunication System and the interdependencies that exist between switching equipment and voice mail systems. Issues specific to this position include planning, designing, analysing, testing, implementation and administering Telecommunication and Voice Mail systems that support Academic and Administrative users at all St. Clair campuses. Communication encompasses voice services applications including queue management, telecommunication, and provide training and direction to all staff. The incumbent is also required to answer incoming calls to the switchboard, answer questions if possible or direct the calls to proper College areas. Emergency services through the 4911 number are an essential and major responsibility.

CORE DUTIES & RESPONSIBILITIES

Analyses all telephone system problems in depth; evaluates alternative solutions; designs and implements procedures to correct, anticipate future problems; teaches staff on new procedures or equipment, and monitors the system to ensure problems are corrected; administers and programs all various telephone switches and voice service applications; programs, projects, compiles and implements common equipment costs to ensure proper allocation to budget accounts. **50%**

Meets with College staff to discuss requirements for new voice services applications/equipment or changes to existing services. The incumbent is responsible for analyzing the request for proposals, researches and negotiates both equipment and service offerings; designs systems that are cost effective and meet the current and future needs of the campus or department; monitors and assists in the installation and conducts the training for all staff. The incumbent also performs monthly backups.

Acts as a college wide resource for the technical implications for new building design and equipment needs (e.g. Health Science Building, SportsPlex); future directions for system renewal and adoption of new technologies, VoIP, IVR applications and Call Centre Applications

Must be able to evolve with the changing environments and systems. The incumbent will work with consultants to migrate phones from the current system to the new system. The incumbent is responsible for programming new phones after they have been implemented. The incumbent will be responsible for maintaining the system after all phones have been migrated. **20%**

The college houses enterprise telephone and voice mail systems. The parent configuration has over 1500 extensions and sets, 4 Megalink Digital Channels, analogue trunking, off premise extensions, Centrex, DID, and 1FL lines queue Administration for various departments and services. The incumbent is responsible for the implementation, configuration and maintenance of the above mentioned systems. **15%**

Working with management, the incumbent coordinates the Communication Services Department by evaluating the daily activities to monitor service levels and implementing procedural changes (with approval) to ensure the most efficient operation; analyses any major problems affecting services and if necessary elevates the service request to the administrative level within the supplier's organization; liaise with outside vendors for upcoming new releases of software and/or equipment; attend seminars and user group meetings. The incumbent will also review all telephone bills and investigate any discrepancies and report these to their manager. **10%**

Other duties as assigned **5%**

MINIMUM QUALIFICATIONS

EDUCATION

The ideal candidate must possess a minimum of a 3 year degree in Telecommunications, Electronics, Computer Science or a related field and/or applicable education or experience. VOIP or Industry standard telecommunications certification is an asset.

EXPERIENCE

The ideal candidate must possess a minimum of 5 years' experience in Telecommunications industry with preference given to experience in Telephone Systems and computer applications with a major emphasis in VOIP, and/or applicable education or experience.

ANALYSIS & PROBLEM SOLVING

- Maintain Telecommunications Infrastructure
- Administer and program all various complex telephone requirements and voice service applications.
- Maintain telephony infrastructure. Maintain 4911 (emergency service) without disruption.
- Resolving unusual Systems problems

PLANNING/COORDINATING

- Planning and design for the installation/set up of all Systems renewal, reconfiguration and integration.
- Plan and coordinate telecommunications systems upgrades and changes.
- Provide guidance, direction, and training for new Switchboard staff as well as new staff throughout the College.

In order to be considered, internal applicants must be in good standing as defined in the College's Recruitment & Selection Policy.

Please forward your resume quoting the competition # by online application at <https://www.stclaircollege.ca/careers/apply>. This link includes those who have worked for the College within 1 year of this posting. Resumes must be received prior to the closing date and time.

All active internal applicants MUST apply through the St. Clair College online application system:

<https://intranet.stclaircollege.ca/human-resources/job-application-form.html>

Candidates with non-North American credentials must provide a [World Education Services \(WES\)](#) evaluation confirming the Canadian equivalency of the credentials. Candidates who have non-North American credentials who have not yet been assessed as indicated above are expected to make application to [WES](#). Offers of employment require a completed evaluation from [WES](#).

St. Clair College is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require an accommodation, please contact Human Resources.

START HERE GO ANYWHERE