



Job Description

Job Title: Assistant Director Telecommunications

JTC: CCR

Salary Range: N07

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Provides assistance to achieve the organizations administrative, academic, student support and/or community relations goals.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to provide guidance and leadership in planning the day-to-day activities of assigned work group. Able to collaborate with stakeholders to implement/improve processes and procedures in order to meet the mission and goals of the institution or organization.

Must have strong interpersonal, organizational, time management and problem solving skills as well as the ability to prioritize, plan and lead projects as assigned. Able to identify problems and determine the best solution, working to resolve the issue(s).

Able to develop strong working relationships with team members, key stakeholders, internal and external constituents from diverse backgrounds in order to meet business needs. Able to provide guidance and support to employees to improve the value of the organization and create a positive work environment.

Demonstrated ability to work individually and in a team environment. Ability to adapt to changes in a fast-paced work environment to meet priorities, organizational and/or customer needs. Must be able to plan, organize and schedule staff and tasks effectively to achieve objectives while adhering to institutional and/or the organization's policies and procedures.

Ability to interface with diverse groups of individuals, internal/external to the organization, utilizing multiple methods to communication as appropriate to the audience. Must be able to maintain confidentiality and have high ethical standards. Knowledge and experience in providing exemplary customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.



MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus four (4) years of related work experience in telecommunications planning and procurement of services, including two (2) years of supervisory experience. Official transcripts are required. On-call, work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. Must have valid driver's license if traveling to off-site locations. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in directing the operation of the DCCCD's telecommunications systems, services and networks from both an operational and financial perspective. Analyzes and develops strategies to meet ongoing requirements in both an efficient and cost effective manner. Responsible for assisting in the planning, project management, implementation and ongoing support of telecommunications systems, networks and facilities. Evaluates bids and proposals and recommends the award of contracts to vendors of telecommunications systems and equipment. Keeps up-to-date on new technology and best practices through publications and other professional development activities.

Develops, implements and administers the district's telecommunications infrastructure in conjunction with construction and renovation projects. Manages, coordinates and provides input towards the ongoing development of the college's communications plant (LAN & WAN). Plans network installations by studying technical specifications and preparing installation schematics. Establishes voice and data networks by programming features; establishes interfaces and integrations following industry standards.

Works collaboratively with diverse individuals internal/external to the DCCCD network community to ensure efficiency of operations and to provide effective support to end users. Creates and/or manages performance metrics for all systems supported. Maintains log of communications related trouble occurrences and resolutions. Maintain telecommunications database to include user, extension, voice mail, telecom hardware, etc.

Oversee the processing and implementation of requests from various departments for additions, changes and/or relocation of telecommunications equipment and services. Monitors and evaluates ongoing expenditures and departmental cost allocations, including issuing monthly reports for end-user organizations and insuring budgetary integrity. Directs and coordinates resources to support the day-to-day operations, installation, upgrade and migration of telecommunication systems and solutions.

Communicates effectively, both orally and in writing when interacting with diverse, multicultural stakeholders and constituents internal/external to the DCCCD network community. Utilizes effective organizational and presentation skills when developing recommendations for changes in facilities, systems and services. Provides excellent customer service.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.