

# Telecom & System Admin Job Description

**Department:** Technology

**Reports To:** Manager of Network Operations or Manager of Telecommunications

**FLSA Status:** Non-Exempt

**Work Year:** 12 months / 260 days

## Position Summary:

The Telecommunications & Systems Engineer is responsible for supporting, administering, and maintaining the district's telecommunications systems, low-voltage safety systems, and core server infrastructure.

## Essential Duties & Responsibilities:

### Support and Maintenance:

- Install and support new systems and cloud-based technologies.
- Monitor the SSO system for security vulnerabilities and address any issues promptly with affected data sources and departments.
- Ensure compliance with relevant data protection regulations and
- Regularly update the SSO software to the latest versions.
- Perform routine maintenance and troubleshooting to ensure system reliability
- Provide support to users experiencing issues with the SSO system.
- Configure and manage cloud sync services for Google Workspace, Microsoft 365, and Apple iCloud.
- Ensure seamless integration and synchronization across all platforms.
- Monitor data synchronization processes to ensure data integrity and security.
- Implement security measures to protect sensitive information during sync operations.
- Regularly update cloud sync software and services to the latest versions.
- Perform routine maintenance and troubleshooting to ensure continuous operation.
- Manage user accounts and permissions for cloud services.
- Ensure proper authentication and authorization protocols are in place.
- Respond to help desk tickets for network issues systems in a timely manner meeting District established SLAs.
- Provide information and pricing related to budgetary needs.
- Create and maintain systems documentation including operational procedures.
- Participates in a variety of planning and development activities including District-wide committees, lending related expertise for the purpose of creating short- and long-range plans for IT programs throughout the District.
- Perform related duties and responsibilities as assigned.

#### Telecommunications:

- Provide support for District cloud-based telephone, voice mail and student/staff safety systems. Some system administration duties as required to support MACs of installed telecommunications, student/staff safety and low voltage systems.
- Support elevator communication support and building service lines.
- Support and maintain the District's panic alert system. This includes testing, troubleshooting, and coordination with Director of Safety and Security for training and monitor system functionality for all district locations.
- Support District response and troubleshoot 911 communications for District and Naperville Police.
- Configure, maintain and troubleshoot mass notification systems to ensure effective communication during emergencies.
- Support the closed-circuit security camera system for the District.
- Provide technical support for keyless card access systems.
- Support the District's intercom systems. Including monitoring, configuration with other district communication systems, troubleshooting, testing and upgrading of all district locations.
- Support the District's video intercom systems. This includes testing, troubleshooting, and coordination with Director of Safety and Security for training and monitor system functionality for all district locations.
- Provide secondary technical support to Building and Grounds for the Energy Management system.
- Configuration of Halo vape detection.

#### Network & Systems Administration:

- Maintain servers, virtual environments, SAN, and backups.
- Support Microsoft 365, Google, Apple, and cloud-sync.
- Administer ADFS, VPN, and authentication.
- Maintain cybersecurity posture.
- Maintain safe, secure data centers; provide environmental monitoring for those data centers.
- Install, monitor, and maintain networking tools including network device management server, network monitoring server, ADFS, and VPN tunnels
- Maintain Microsoft Active Directory, Google and Apple accounts, file shares, and network printers.
- Maintain and configure district virtual server environments.
- Support district applications such as Email, anti-virus, PARCC testing and server based applications.
- Provide 3rd level end user technical support as related to the district networking infrastructure. system administration.

Qualifications:

Required:

Associate degree in IT, telecom, networking, or related field.  
Minimum 3 years technical experience.

Preferred:

Certifications: A+, Network+, CCNA, JNCIA, MCP.

Work Environment & Physical Requirements:

Moderate noise, frequent sitting; occasional lifting 50 lbs.

Terms of Employment:

12 months / 260 days

Salary/benefits per Board policy.