



Corporate Address
 100 Executive Drive
 Marion, Ohio 43302
 P: 740 389 4798
 F: 740 389 4517

Job Title:	VoIP / Technician		
Department/Group:	IT		
Location:	Piketon	Travel Required:	Minimal
Direct Supervisor:	Projects Manager	Position Type:	Full Time / Exempt
Job Description			
ROLE & RESPONSIBILITIES			
<p>The VoIP / Technician is responsible for performing updates, installs, configurations & support as well as maintaining devices within META'S LAN, maintaining inventory, and work records of all repairs. Troubleshooting skills and project management are a must.</p>			
PRIMARY RESPONSIBILITIES INCLUDE:			
<ul style="list-style-type: none"> • Work in conjunction with the META Network Manager to evaluate and implement unified communications technologies that align with current service offerings • Work in conjunction with META technical staff to ensure a reliable delivery of the META unified communications services • Manage and maintain infrastructure related to the deployment and delivery of META unified communications services • Work with META Technical Staff to generate and maintain proper documentation and training materials relevant to the META unified communications service • Work in conjunction with the META Network Manager as well as the META Project Manager to evaluate and maintain contracts for SIP services • Train customer technical staff on general use of the META unified communications system. • Regularly monitor Helpdesk to ensure support issues are acknowledged. • Work with META technical staff to perform necessary updates to the META unified communications service • Maintain a hardware inventory of equipment necessary to deliver the META unified communications service • Assist in LAN installation and maintenance • Maintains proficiency in META supported technology • Provides support in solving problems and answering questions regarding district technology operations and procedures • Work with district representative to maintain parts inventory and documentation • Understanding that travel to customer locations and off-site training is required • Other activities as deemed necessary by the META Executive Director or contracted district administration • Prioritize task, requirements, and expectations in order to perform to a standard of excellence in service 			



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QUALIFICATIONS & EDUCATION REQUIREMENTS:

- Associate's level education in Information Technology or a related field preferred
- Knowledge of and experience with VoIP
- Knowledge of and experience with WAN/LAN
- Expertise in areas of hardware being used in the districts, including PC and/or Apple, printers and other devices within district LAN
- Ability to communicate effectively with staff and customers
- Ability to employ independent judgment and initiative
- Attend and actively participate in all required/assigned training sessions, meetings and other responsibilities
- Provide quality service to both internal and external colleagues and customers
- Demonstrate integrity and ethical behavior
- Seek opportunities to improve skills and grow professionally
- Seek opportunities to participate as a productive member of META, school district, and other committees and teams
- Represent META and its service schools with professionalism at all times
- Generate internal and external support for META services
- Maintain confidentiality in all job-related discussions and communications