



City of Milford
Audio-visual/Telecommunications
Specialist
Pay Grade: G09

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required:

- At least 3 years of experience in the following areas:
 - Voice over IP (VOIP) setup and troubleshooting
 - Managing Audio-visual/Telecom tickets
 - Troubleshooting, fixing, or replacing videoconferencing solutions and Audio-visual equipment (including diagnostics, resolving equipment failures, and reestablishing connections)
 - Cable planning and installation
- At least 2 years of experience in the following areas:
 - Managing conferencing solutions like MS Teams, Zoom, WebEx
 - Fiber planning and troubleshooting
- Mobile device management experience (iOS and Android)
- Desired experience: managing FTR (For the Record) or similar solutions

NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training is required. Possession and retention of a valid Delaware vehicle operator's license is required; must pass testing for substance abuse and criminal background investigation. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Associate's degree in computer science, information technology or related field.

Direct Supervisor: Information Technology Director

Supervisory Responsibility: N/A

Primary Work Location: Office setting with the potential exposure to adverse environmental conditions (dirt, cold, rain, fumes).

Job Summary: Works in a team environment to implement, support, and maintain all internet, video and voice services and related equipment. This position relies on experience and exercises independent judgement to determine the best approach by using and interpreting policies and procedures.

The Audio-visual/Telecommunications Specialist shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Audio-visual/Telecommunications Specialist shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability and responsibility.

Supervision Received: Work is performed under the general supervision of the Information Technology Director.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Manages internet, video, and voice service:
 - Videoconferencing / livestreaming
 - Voice over IP (VOIP) move/add/changes including telephone setup and voice mail administration
 - Fiber and management of new installation and related vendors



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- B. Responsible for cabling, system installations, site buildout planning.
- C. Collaborates with the Network Administrator to manage mobile devices.
- D. Troubleshoots technology and conference room configuration issues.
- E. Manages Audio-visual/Telecommunications inventory and ensures preventive maintenance is performed.
- F. Documents operating procedures and procedural guides for Audio-visual solutions.
- G. Provides Tier 2 technical support.
- H. Supports technology projects and custom software implementations by participating in planning sessions as well as performing assigned tasks.
- I. Researches new technologies; participates in evaluation discussions; offers recommendations.
- J. Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:
An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Videoconferencing solutions and how to effectively use them.
- VOIP management.
- Cabling: cat6, fiberoptic, coaxial, etc.
- Understanding of and ability to manage IP configurable devices.
- Understanding of IoT (internet of things) devices and how to manage them.
- Standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment.
- Wireless and Bluetooth technologies for mobile devices and peripherals.

Skills

- Strong written and oral communication skills
- Time management.
- Multi-tasking.
- Decision making.
- Demonstrated customer service focus.

Abilities

- Adhere to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Ability to move objects weighing over 20 pounds with the help of equipment/devices, on a frequent basis.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Manage difficult or emotional customer situations.
- Quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements.
- Identify and understand a problem or situation, troubleshoot and work with team members to resolve problems.
- Contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes.
- Explain technical issues to non-technical personnel.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Administrator: _____