Working Title: **Telecommunications Services Principal**
Classification/Salary Range: EA Range 28
Division/Work Group: Government Services/Telecommunications
Supervisors Name: IS/Telecom Program Manager
Position Location: Public Service Building or Park Place Building or other locations as needed
FLSA Status: Exempt
Representation: EA

Position Information

The primary purpose of this position is to act as the technical lead for the Regional Telecom Consortium and the Willamette Internet Exchange (WIX). The person in this role is responsible for ensuring efficient and effective operations and service, which includes coordinating a multi-location and multi-vendor telecommunications network. Providing technical consultation and project management support in the design and engineering of new voice and/or data solutions to stakeholders is also a key responsibility for the person in this role. Additional tasks include maintenance and upgrade of high-tech fiber optic systems in the WIX, as well as providing assistance and consulting on the design, configuration, installation, management, and support of critical infrastructure and assets in the WIX.

Essential Functions:

1. Tier 3 Support (approximately 10%)
- Provides Tier 3 engineering support during critical incidents after dispatch staff and vendors have been notified, and is responsible for taking necessary steps to prevent further recurrence of any issues.

2. Systems Management for Regional Projects (approximately 60%)
- Oversees the design and implementation of critical telephony projects

for Telecom Consortium members.

- Responsible for coordinating the provisioning, installation/configuration, operation, and maintenance of telecom systems hardware and software and related infrastructure in accordance with industry standards and project/operational requirements.
- Participates in a variety of task teams and committees
- Responsible for procurement of equipment and software for large regional projects.

3. Technical and Functional Supervision (approximately 10%)
- Acts as program lead in managing technical project teams and processes for enterprise systems endeavors

4. Datacenter/Facilities Management PAN/WIX (approximately 20%)
- Leads vendors and local team in configuring and maintaining critical infrastructure for the WIX.
- Analyzes, diagnoses, and resolves complex hardware, communications, network, and operating systems problems/issues.
- Manages relationship with vendors to initiate warranty work and solve problems.
- Assists with installation, termination, and testing all forms of cabling infrastructure, including fiber optics.
- Ability to verify installations and analyze problems using sophisticated test structures and related diagnostic tools.
- Ensures standards for installing, operating, maintaining telecommunication networks especially construction principles, federal, state, and local codes, and industry standards and practices are met.

Additional Duties:

Other duties as assigned.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Regular and on-time attendance.

Requires collaboration with IS Program Manager and LCOG staff.

Knowledge, Skills, and Abilities

Advanced level knowledge of voice infrastructure components, and how they interact and relate to various services and platforms.

Excellent interpersonal skills and proven ability to communicate effectively across organizations. A strong team player who can obtain positive visibility and credibility quickly, and contribute to the success of each agency and the Telecom Consortium as a whole.

Demonstrated ability to work as the lead on large projects.

Project management skills, with the ability to develop a plan and deliver against objectives. Ability to lead decision making in the best interest of the client as needed throughout project lifecycles.

Solution-oriented and customer-centric. Ability to work in various different types of client environments.

Must be able to travel as needed to client sites.

Preferred Skills:

Previous work experience in a telecom operations and implementation role.

Considerable knowledge of data and voice networking concepts and LAN/WAN topologies to include TCP/IP, Routing and Switching, SIP, QOS, POE, MPLS, VOIP, and SBCs.

Knowledge of telecommunications carrier and industry services.

Knowledge of governmental accounting practices and procedures.

Familiarity with fiber optics systems.

Minimum Qualifications

Education and Experience
Five years of progressively responsible experience in providing IT/Telecom Services, and a college degree, or any combination of education and experience that would provide the applicant with the required knowledge, skills, and abilities to perform the job.

Licenses, Certificates, and Other Requirements
Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.