Notice of Position Opening
Systems/VoIP Administrator
(E006-23)

Deadline: Applications will be accepted until September 08, 2023
Reports to: District Vice Chancellor/Chief Information Officer
Grade / Level: Exempt/Pathways

Summary of Duties:
WCCCD Information Technology is seeking a skilled Systems/VoIP Administrator to join our team. In this role, you will be responsible for the installation, configuration, and maintenance of VoIP phone systems for the district. Work closely with staff to understand their business needs and ensure that their phone systems are functioning effectively and efficiently. Troubleshoot any issues that arise and provide technical support to customers as needed.

Specific Duties and Responsibilities:

• Test and troubleshoot VoIP systems to ensure proper functionality
• Perform upgrades to existing VoIP system with assistance from vendors/consultants
• Manage Microsoft Windows and Linux servers relating to VoIP
• Troubleshoot network connectivity issues
• Provide technical support to customers via phone, email/ticketing system, or in-person
• Document all installations and maintenance tasks
• Collaborate with other team members to ensure timely completion of projects
• Participate in staff meetings and consultations as needed
• Train customers on the use of their VoIP phone systems
• Perform regular maintenance on phone systems to ensure optimal performance

Education:

• Bachelor’s degree, certification, or technical training equivalent preferred

Qualifications:

• 2+ years of experience in VoIP phone system installation and maintenance preferred
• Strong technical skills, including the ability to troubleshoot and resolve complex issues
• Familiarity with network infrastructure and protocols including VLANs and PoE preferred
• Basic Understanding of Windows Server and Active Directory
• Strong customer service skills
• Excellent communication skills, both verbal and written
• Ability to work independently and in a team environment
• Strong attention to detail and organizational skills

Experience:

• VoIP
• Cisco Finesse
• Cisco Unity
• Cisco Webex Products
• Calabrio
• Metropolis

Application Procedure: Applicants must submit the following to jobs@wcccd.edu for immediate consideration:

Wayne County Community College District application form which can be found at www.wcccd.edu then go to: Divisions-Human Resources-Employment Application; Cover Letter explaining how your experience and education qualify you for the stated requirements of the position; Resume or Curriculum Vitae; Copies of your undergraduate and graduate college transcripts (unofficial copies are acceptable during the application phase; official copies will be required upon hire); Three letters of recommendation

Please reference this staffing number on all documents: E006-23

EQUAL OPPORTUNITY EMPLOYER
Mail Resume to: Wayne County Community College District, Attention: Human Resources, 801 W. Fort Street, Detroit, MI 48226 or e-mail your resume to: jobs@wcccd.edu

Statement of Compliance
Wayne County Community College District (WCCCD), pursuant to the requirements of Titles VI and VII of the Civil Rights Act of 1946, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the age Discrimination Act of 1975, the Vietnam-Era Readjustment Act of 1974, the Elliot-Larsen Civil Rights Act, Executive Order 1146, and Title II of the Americans with Disabilities Act (ADA) complies with all Federal and State laws and regulation prohibiting discrimination and with all requirements and regulations of the U.S. Department of Education. It is the policy of WCCCD that no person, on the basis of , or political affiliation or belief, shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to employment or in any program or activity for which it is responsible or for which it receives financial assistance from the U.S. Department of Education. (Policy adopted by the Wayne County Community College District Board of Trustees, July 28, 1993).

Notice of Non Discrimination Policy
Any questions concerning Title IX of the Education Amendments of 1972 which prohibits discrimination on the basis of sex, or inquires related to Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination on the basis of handicap, or the College’s Statement of Compliance with Federal and State law should be directed to Director of Human Resources, Wayne County Community College District, 801 W. Fort, Detroit, MI 48226 or by calling: 313-496-2765.