### Position Description

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<td>Dept:</td>
<td>IET COMMUNICATIONS RESOURCES - 061420</td>
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<td>Position:</td>
<td>Assistant Voice Engineer</td>
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<td>Approved Payroll Title Code:</td>
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<td>COMM AND NETWORK TCHL ANL 2</td>
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#### POSITION DETAILS

**Job Summary:**
Under the direction of the NOC Voice Engineering Supervisor this position is responsible for the maintenance and planning efforts for the delivery of telephony services to UC Davis clients and constituents. This position will be responsible for (1) the maintenance and operational readiness of the campus Nortel Networks Meridian SL-100 and related systems in a manner consistent with the manufacturer’s published standards and specifications, (2) supporting the planning, design and engineering of campus voice communications infrastructure,, (3) assists with the development of new products and services through direct collaboration with the Network Service Center and the Network Architect, (4) performs remedial and preventative maintenance tasks as required and (5) the delivery of technical support to campus clients, Network Service Center and Network Operations Center technicians in the repair, installation, configuration, testing, and maintenance of all voice communications systems and subsystems.

**Campus Job Scope:**
Enterprise Infrastructure Services (EIS), a department within Information and Educational Technology (IET), is responsible for the development and delivery of voice, data, and video services for a campus of over 65,000 faculty, students, and staff. The Network Operations Center (NOC) unit of EIS is responsible for the management, supervision, maintenance and repair of the voice, data, video and radio components that compose the UCD campus network. The NOC exists to provide triage, configuration services, maintenance, trouble tracking and problem resolution.

**Department Specific Job Scope:**

**Positions Supervised:**
N/A

**Essential Responsibilities:**
- 70% VOICE SYSTEMS OPERATIONS, MAINTENANCE AND REPAIR
  Provide daily engineering support with the use of manufacturers documentation, various industry code manuals, schematics, diagrams and other relevant documentation to operate, maintain and repair the following systems:
  - Cisco Unified Call Manager for over 13,000 subscribers supporting Cisco desktop
- Cisco Unity voicemail mailboxes for over 8,000 subscribers, and over 150 call handlers.
- Cisco Unified Contact Center Express for over 150 agents.
- Meridian SL-100 analog voice switch supporting legacy infrastructure including fire alarms, intrusion alarms, and elevator phones.
- Legacy Digital Loop Carrier systems
- AC/DC Power Plants

Respond to critical alarms and formulate a corrective action plan.


Review and update local switch operating procedures.

Perform fault isolation of backbone cabling and inside wiring by testing for shorts, opens, ground and dial tone using MAP, sidekick, voltmeter and lineman's test set.

Assist Senior and Associate Engineers with voice service outages and perform failure analysis.

Initiate and update campus notifications for service outages.

Provide technical support to resolve issues that impact normal business operations.

Coordinate repair activities as required. Document and report repairs. Provide status reports on repair activities.

Provide Tier 2 voice services technical support.

Assist in managing contracts for equipment maintenance and technical services. Produce reports detailing related activities.

Provide technical support on a 7X24 on-call, rotational basis.

10% CAPACITY PLANNING & SYSTEMS ENGINEERING
Assist in the design, engineering and implementation of communications infrastructure required to support campus expansion efforts. Attend unit planning sessions.

Monitor and analyze switch reports and logs weekly to determine corrective course of action based upon the results of diagnostic tests or analysis.

Assist with documentation and supporting information for the design and deployment of fiber optic, Primary Rate Interface (PRI), Synchronous Optical Network (SONET), and Digital Loop Carrier (DLC) connections to the campus to increase the operating efficiency of the current transport systems, to allow for redundancy during service outages, and to extend the intelligence of the switching system beyond today's boundaries.

10% TECHNOLOGY & TACTICAL PLANNING
Assist in performing technology assessments related to enhancements in voice engineering technology and services.

Identify applications and technologies designed to increase the productivity and enhance service offerings. Assist in the research and development of Business Case Analyses to plan for enhancements, technology replacements, and expansion of services to campus.
Assist in the development of disaster preparedness and recovery plans. Update plans as needed.

Assist in writing documents for use in the procurement, testing and deployment of new products or services.

10% CAMPUS INITIATIVES, PROJECTS & KNOWLEDGE SHARING
Act as a Subject Matter Expert or Voice Engineer on assigned projects, strategic initiatives, and re-alignment of services.

Represent the voice engineering team in cross-functional campus projects.

Provide knowledge transfer and mentoring to educate campus personnel in the use of products or services, when required.

Physical Demands:
Position requires lifting up to 25 lbs. Position requires using a ladder or other assisted lifting device to work at heights of up to 10 feet.

Work Environment:
Work occasional evenings/nights, weekends and holidays; participate in formal on-call status for after-hours repair/response.

Valid CA driver's license required. Position will participate in the Department of Motor Vehicles (DMV) Pull Notice System.

Work flexible or extended hours and/or flexible shifts outside of 8 AM to 5 PM to meet project deadlines or to respond to emergency situations; participation in formal on-call status for after-hours repair/response.

Vacation is restricted during peak periods.

Position may, at times, require employee to work with or be in areas where hazardous materials and/or infectious diseases are present.

This position is subject to Medical Surveillance procedures and review in accordance with Federal and State Laws and Regulations and University Policy.

On-call schedule will be equally divided among qualified personnel on a monthly basis. During on-call duty, employee must be available 7X24 to answer call, troubleshoot and repair remotely, and to travel to the campus if remote repair is not practical or efficient.

Adhere to workplace safety practices, read information communicated about workplace safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:
Experience with Cisco Unified Call Manager, Cisco Unity voicemail, as well as VoIP industry practices and relevant policies and procedures.

Experience resolving a variety of complex VoIP and PSTN issues.

Experience in the modification of telecommunications systems with the skill to interpret, apply and translate manufacturer's technical specifications, documentation and requirements into requests for quotes, proposals, or work...
Written and oral communication skills to develop reports, proposals, information pieces, standards updates, operations and maintenance procedures, and to interact tactfully and collaboratively with diverse campus population, consultants, vendors.

Writing skills adaptable to training procedures, technical reports and documentation.

Experience to provide technical assistance to technical workforce in the resolution of any abnormal operating conditions.

Experience with Cisco Unity call handlers and directory services, Cisco Unified Contact Center Express, legacy Nortel SL100 as well as PSTN industry practices and relevant policies and procedures.

Experience in the design and architecture of complex telecommunications systems.

Written, oral, and technical communication skills to develop project plans.

Cisco CCNA or CCIE certifications.

Knowledge of industry codes and standards such as ITIL, Lean Six Sigma, ANSI, EIA, TIA, NEC, ITU-T for use in the design and engineering of system infrastructure.

Technical knowledge of communications infrastructure design requirements.

Knowledge of industry standards for designing, engineering, installing, maintaining and testing telecommunications switching and network transmission equipment. Understanding of FCC directives and general industry tariffs and regulations mandated by the CPUC.

Knowledge of analog, digital and microwave transmission theories and techniques.

Knowledge of network architecture and technologies including SONET, DLC, PRI, MGCP, SCCP and SIP.

Knowledge of signaling protocols and routing schemes required to interface the public switched telephone network.

Read and follow the UC Davis Principles of Community.

Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.

React quickly and rationally during emergency situations.

Convey a helpful and positive attitude to the public, campus departments and the various units within Communications Resources in support of the department’s client service environment.

Work independently, establish priorities and to exercise good judgment.

Provide higher level technical assistance to technical workforce in the resolution of abnormal operating conditions.
Support departmental goal of providing positive, innovative and effective customer service through performance of job functions.

Provide informal training and mentoring to educate personnel in the use of products or services.

Work cooperatively with others to achieve and maintain a strong client service environment.

Maintain up-to-date knowledge of voice and data technologies through literature, classes, exhibits, seminars, on-the-job training and other relevant training forums.

Be familiar with, and comply with, specific and detailed safety procedures and practices.

Demonstrate commitment and support of the UC Davis Principles of Community.

Accountable for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

Establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.

Willingness to learn and apply new technology and willingness to develop skills to promote professional growth.

Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.

Use tact and diplomacy in interactions with clients and vendors.

Attend conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

Independently follow projects through to successful completion with a high degree of quality.