HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Network VoIP Analyst

Job Code: U8900
Pay Grade: UF
Pay Scale: $70,694.05-$129,159.05 Annually
Exempt: Yes

OVERVIEW

Assist with the administration, maintenance, and operation of the organization's enterprise voice communications infrastructure to ensure reliable voice services and maintain Cisco-based Voice over Internet Protocol (VoIP) and unified communications systems.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Assist with the administration and maintenance of enterprise VoIP and unified communications systems.
- Support Cisco Unified Communications Manager (CUCM), Unity Connection, voicemail systems, and voice gateways.
- Perform routine Moves, Adds, Changes, and Deletes (MACDs) for users, phones, extensions, and voicemail accounts.
- Provision, configure, and deploy IP phones, softphones, conference phones, and related voice devices.
- Respond to and resolve Tier 1 and Tier 2 voice-related incidents, service requests, and troubleshooting tickets.
- Maintain user accounts, call routing configurations, and directory information.
- Monitor system performance and escalate complex issues to senior administrators as needed.
- Assist with the administration of Session Initiation Protocol (SIP) trunks, carrier services, and telecommunications circuits.
- Coordinate with telecommunications providers for service requests, repairs, and provisioning activities.
- Support voice system upgrades, firmware updates, and maintenance activities.
- Perform routine system health checks and preventive maintenance tasks.
- Assist in maintaining technical documentation, inventories, diagrams, and standard operating procedures.
- Support disaster recovery testing and business continuity initiatives related to voice services.
- Assist with infrastructure projects involving voice, network, and unified communications technologies.
- Provide end-user training and guidance on voice communication systems and features.
- Maintain compliance with organizational security standards and telecommunications best practices.
- Participate in an on-call rotation to provide after-hours and emergency support for critical voice system issues.
- Analyze voice system performance, call traffic, service utilization, and recurring incident trends to identify opportunities to improve service quality, reliability, and operational efficiency.
- Assess voice system capacity, resource utilization, and call routing to identify limitations and

recommend improvements to system performance and availability.
- Prepare technical reports, performance summaries, system assessments, and recommendations to support telecommunications planning, operational decision-making, and continuous improvement.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of telecommunications concepts, call routing, dial plans, and voicemail systems.
- Basic knowledge of VoIP concepts and protocols, including SIP and Real-time Transport Protocol (RTP).
- Basic knowledge of Cisco VoIP technologies, including Cisco Unified Communications Manager (CUCM), Unity Connection, and Cisco IP Phones.
- Basic knowledge of networking fundamentals, including Transmission Control Protocol (TCP)/Internet Protocol (IP), Virtual Local Area Network (VLANs), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), routing, switching, and Quality of Service (QoS).
- Basic knowledge of SIP trunking and carrier connectivity concepts.
- Ability to troubleshoot common voice and network-related issues.
- Ability to follow established procedures and technical documentation.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Ability to communicate effectively with technical and non-technical personnel.
- Ability to work independently while contributing effectively as part of a team.
- Ability and willingness to learn emerging telecommunications technologies and industry best practices.
- Ability to safely operate a motor vehicle.

SKILLS

- Cisco Unified Communications Manager IM
- IT Networking
- Network Protocols
- Network Technology
- Voice over IP (VoIP)

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in heavy physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 50 pounds).
- May be required to travel to various work sites using a Sheriff's Office-issued vehicle (e.g., car, full-size van, full-size pickup truck, golf cart) to perform essential duties.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Five years of paid experience supporting VoIP, telecommunications, networking, or information technology systems.

OR

- An associate degree from an accredited institution of higher education in a technical field.

- Four years of paid experience supporting VoIP, telecommunications, networking, or information technology systems.

OR

- A bachelor's degree from an accredited institution of higher education in a technical field.
- Three years of paid experience supporting VoIP, telecommunications, networking, or information technology systems.

OR

- Two years of experience in a Hillsborough County Sheriff's Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Experience with Cisco Unified Communications Manager (CUCM), Unity Connection, and Cisco IP Phones.
- Experience performing user provisioning and MACD activities.
- Familiarity with SIP trunking and telecommunications carrier services.
- Experience supporting enterprise or public-sector environments.
- Basic knowledge of Session Border Controllers (SBCs).
- Cisco Certified Network Associate (CCNA).
- Cisco Certified Support Technician (CCST).