HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Network VoIP Administrator

Job Code: U8901
Pay Grade: UJ
Pay Scale: $99,903.24-$149,854.86 Annually
Exempt: Yes

OVERVIEW

Design, implement, administer, and support the agency's enterprise voice communications infrastructure to ensure system availability, optimize call quality, and maintain business continuity for mission-critical communications.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Administer, maintain, and support enterprise Voice over Internet Protocol (VoIP) and unified communications systems.
- Configure and manage Cisco Unified Communications Manager (CUCM), Unity Connection, gateways, session border controllers (SBCs), and voicemail platforms.
- Perform Moves, Adds, Changes, and Deletes (MACDs) for users, devices, extensions, call routing, and voicemail services.
- Monitor system performance and troubleshoot call quality issues, including latency, jitter, packet loss, and connectivity problems.
- Maintain dial plans, route patterns, translation patterns, partitions, calling search spaces, and number management.
- Configure and support Session Initiation Protocol (SIP) trunks, Primary Rate Interface (PRI) circuits, analog gateways, and carrier integrations.
- Coordinate with telecommunications providers to provision, modify, and troubleshoot voice services.
- Deploy, configure, and support IP phones, softphones, conference phones, and related endpoint devices.
- Collaborate with cross-functional teams to ensure Quality of Service (QoS), network readiness, and optimal voice performance.
- Perform system upgrades, patches, firmware updates, and platform migrations while minimizing service disruptions.
- Monitor system capacity and recommend enhancements to support organizational growth and operational requirements.
- Implement and maintain high-availability, redundancy, and disaster recovery solutions for voice systems.
- Perform routine system health checks, audits, and preventive maintenance activities.
- Create, maintain, and update technical documentation, diagrams, inventories, and standard operating procedures.
- Provide Tier 2 and Tier 3 technical support for voice-related incidents, service requests, and escalations.
- Analyze system logs, call detail records, and performance metrics to identify and resolve issues proactively.
- Assist with the evaluation, testing, and implementation of new voice technologies and unified communications solutions.

- Ensure compliance with organizational security standards, industry best practices, and applicable regulatory requirements.
- Support emergency communications capabilities and critical voice infrastructure during planned events, incidents, and disaster response operations.
- Participate in and coordinate infrastructure projects involving voice, network, and unified communications technologies.
- Train and assist end users and technical staff on VoIP-related systems and procedures.
- Participate in an on-call rotation to provide after-hours and emergency support for critical voice system issues.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Strong knowledge of VoIP protocols, including SIP, RTP, Secure Real-time Transport Protocol (SRTP), and H.323.
- Strong knowledge of VoIP codec, include G.711 ulaw, G.711 alaw, G.722 and G.729.
- Strong knowledge of Fax Over IP (FoIP) protocols, including T.38, G.711 Passthrough, and T. 37 Store-and-Forward.
- Knowledge of Cisco Unified Communications technologies, including Cisco Unified Communications Manager (CUCM), Unity Connection, Cisco Voice gateways, and Cisco IP phones.
- Knowledge of telecommunications concepts, call routing, dial plans, numbering plans, and voice messaging systems.
- Knowledge of legacy voice technologies, including analog voice Foreign Exchange Office and Foreign Exchange Station (FXO and FXS), and Integrated Services Digital Network (ISDN) PRI E1 digital circuits.
- Knowledge of Session Border Controllers (SBCs), SIP trunking, and carrier connectivity concepts.
- Knowledge of cloud-based unified communications and collaboration platforms.
- Knowledge of voice security best practices, including fraud prevention, secure signaling, encryption, and access controls.
- 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 high-availability, redundancy, and disaster recovery concepts related to voice communications systems.
- Ability to diagnose, troubleshoot, and resolve complex VoIP, telecommunications, and network issues, including call quality issues related to latency, jitter, packet loss, echo, and connectivity.
- Ability to analyze system performance using monitoring, reporting, diagnostic tools, and packet captures to identify and resolve service disruptions.
- Ability to plan, implement, and support system upgrades, patches, and infrastructure enhancements with minimal service interruption.
- Ability to manage multiple projects and priorities while meeting deadlines in a fast-paced environment.
- Ability to identify root causes and implement effective solutions.
- Ability to create and maintain technical documentation, system diagrams, procedures, and operational standards.
- Ability to communicate technical concepts to technical and non-technical audiences and establish effective working relationships with users, vendors, telecommunications providers, and IT personnel.
- Ability to work independently and as part of a team while providing professional customer service during critical incidents and service disruptions.
- Ability to learn and adapt to emerging telecommunications technologies, industry trends, and organizational requirements.
- 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 light 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.
- Seven years of paid experience providing technical support, system implementation, maintenance, troubleshooting, and evaluation of business methods and procedures within an enterprise environment, including hands-on experience administering Cisco VoIP solutions, enterprise VoIP platforms, and call management systems.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- OR
- A bachelor's degree from an accredited institution of higher education in a technical field.
- OR
- Four 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

- Industry certifications (e.g., CCNP Collaboration, Microsoft Teams Voice Engineer, or equivalent)
- Experience with Session Border Controllers (SBCs).
- Experience with SIP trunking and carrier integrations, including coordination with telecom providers for provisioning and troubleshooting.
- Experience supporting enterprise or public sector environments.
- Experience with high-availability and disaster recovery solutions for voice systems.