



# Metropolitan Nashville Airport Authority<sup>SM</sup>

## Telecommunications Services Coordinator

Performs telecommunications support functions for the Metropolitan Nashville Airport Authority including, but not limited to, telephone services (PBX, Centrex, VOIP, SIP, cell phones, services, local and long distance service, etc.).

Establishes voice network by programming features of the PBX; establishing interfaces and integrations; following industry standards; activating remote access tools. Verifies service by testing and re-programming circuits, equipment, and alarms; identifying and correcting problems; conferring with engineers. Documents voice network by recording configuration diagrams and programming. Maintains voice network by troubleshooting and repairing outages; testing back-up procedures; updating documentation.

Coordinates telecommunications and performs all billing and service functions related to the Telecommunications Service Center; to include all basic telephone services (adds, moves, deletes, etc.), and local and long distance charges and cellular telecommunications services. Acts as primary point of contact for all incoming Telecommunications Service Center work requests. Documents, all installations, move/add/change, and project requests. Requests work orders and coordinates telecommunications tasks - or contacts outside suppliers as required to fulfill requests. Monitors status of all work orders and facilitates escalation to ensure closure within applicable published timeframes. Provides feedback to requestor(s), in writing or via e-mail, at the time the work order is closed or the expiration of the work order.

Any combination of education and experience equivalent to an associate's degree from a college in business administration or related field of study. Knowledge of and ability to program and configure the Avaya CS 1000E platform PBX and its reporting and billing capabilities for shared tenant services; maintain and support Avaya CallPilot voice mail, configure and support SIP, telephone gateways, mobile device management tools and Cisco Catalyst switches. Minimum of five (5) years' experience with Avaya platform with CallPilot voice mail, and VOIP and the ability to perform moves and changes with cable cross connect experience. Experience with telephone customer service and billing experience preferred.

### Accepting applications until filled

**Salary Range:** \$52,749 - \$67,256

**Work Schedule:** Monday – Friday, 8 a.m. – 5 p.m.

**For more information and to apply, visit:** [www.flynashville.com/careers](http://www.flynashville.com/careers)

A kiosk is available in the Human Resources Department located on the fourth floor of the terminal.

The Metropolitan Nashville Airport Authority is an Equal Opportunity Employer and Drug Free Workplace.

Human Resources, One Terminal Drive, Suite 501, Nashville, TN 37214 - (615) 275-1622

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Employment with the Metropolitan Nashville Airport Authority is contingent upon the ability to be granted a security badge as mandated by the FAA. Post job offer background checks include an education/experience check, a medical physical exam, a drug screen, a motor vehicle report, a credit report and a fingerprint-based criminal history records check.