



JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

JOB TITLE: Cloud Phone System Administrator

EXEMPTION STATUS: Non-Exempt

JOB CATEGORY: Technician

BARGAINING UNIT: Non-Supervisor

GENERAL SUMMARY:

Under the general direction of the Library District's (District) IT Network & Cybersecurity Manager, the Cloud Phone System Administrator is responsible for managing, maintaining, and optimizing the cloud-based telecommunications system for the Las Vegas-Clark County Library District. This role ensures reliable, secure, and efficient telephony services, supporting both internal operations and external customer interactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Administers and maintains the cloud-based phone system, ensuring optimal performance, reliability, and security.
2. Monitors and troubleshoots telephony issues, coordinating resolutions promptly to minimize service disruptions.
3. Manages user accounts, permissions, and call-routing configurations.
4. Implements system enhancements and conducts regular updates and patches to maintain performance and security.
5. Provides training, documentation, and support to staff regarding phone system features and usage.
6. Maintains accurate documentation of system configurations, operations, and procedures.
7. Collaborates with IT and other departments to integrate the phone system with other communication and collaboration platforms.
8. Ensures District compliance with all federal, state, and local laws, regulations, codes, and District Policies and Procedures.
9. Stays abreast of current and future trends in Information Technology, Cybersecurity, Library Administration, and Public Administration, and makes recommendations regarding future District Strategies and Planning.
10. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer Service
- Public Service Ethics
- IT Cloud Phone Systems Administration & Maintenance

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- **Education:**

Required: Associate's degree in information technology, Telecommunications, or related field.

Preferred: Bachelor's degree in information technology, Telecommunications, or related field.

- **Experience:**

Required: Two (2) years of experience in managing cloud-based phone systems or telecommunications infrastructure.

Preferred: N/A

- **License or Certification:**

Required: N/A

Preferred: Relevant information technology certifications.

- **Physical Demands:** Work is primarily performed in an office setting. Ability to lift up to 10 pounds maximum, and occasionally lifting and/or carrying such articles as computer/network equipment. Although work is performed in an office setting, a limited amount of walking or standing is often necessary to carry out job duties. The role may require after-hours availability for emergency response and critical maintenance.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of cloud telephony platforms, VoIP technologies, and associated network protocols.
- Ability to troubleshoot communication issues using diagnostic tools.
- Ability to collect, organize, analyze, and interpret information to solve problems and improve processes.
- Ability to maintain effective interpersonal relationships.
- Ability to effectively communicate complex technical information to diverse audiences.
- Ability to lead and implement change initiatives related to administrative processes and technologies.
- Ability to travel as required.

DEVELOPED: July 01, 2025