



... a great place to live, work & play

One of the sunniest regions in BC's Lower Mainland, Delta embraces three unique communities - Ladner, North Delta and Tsawwassen. The City of Delta is looking for dedicated individuals to join our team and share in our commitment to lead the way in public service excellence.

TELECOMMUNICATIONS ADMINISTRATOR

The City of Delta is seeking an experienced and motivated Telecommunications Administrator to join its Information Services Division. Reporting to the Manager, IT Client Services, this role is responsible for the administration, maintenance, and support of the City's telecommunications, physical security, and audio-visual systems. This includes cloud-based and on-premise voice systems (VoIP/PBX), mobile device management, CCTV surveillance, card access controls, and AV equipment across municipal facilities. The successful candidate will collaborate with internal stakeholders and external vendors to ensure secure, reliable, and efficient operation of communication and security technologies. The role involves hands-on technical work, systems design, documentation, vendor coordination, and end-user support.

The successful incumbent will play a key role in the City's transition from legacy on-premises telephony infrastructure to a modern cloud-based communications platform.

Duties & Responsibilities

Telecommunications Systems

- Administer VoIP, PBX, and cloud-based phone systems (e.g., Cisco Unified Communications, Webex, MS Teams Calling)
- Configure voicemail, call routing, auto-attendants, conferencing, and SIP trunking
- Troubleshoot connectivity and call quality issues
- Liaise with service providers for provisioning, billing, and escalation
- Manage mobile devices and enterprise MDM platforms
- Maintain current documentation and provide user training

CCTV Surveillance Systems

- Design and maintain IP-based video surveillance systems, primarily Avigilon
- Ensure recording retention compliance and NVR performance
- Control access to recorded footage and maintain audit trails
- Coordinate with security staff to optimize camera placement and usage

Card Access Systems

- Administer access control systems (e.g., HID, Avigilon)
- Add/update/delete user credentials, access schedules, and zones
- Maintain accurate logs and collaborate on security investigations
- Support compliance audits and physical security reviews

Audio-Visual Systems

- Manage AV systems in Council Chambers, meeting rooms, training areas, and public facilities
- Support live/hybrid meetings, webinars, and special events
- Troubleshoot and maintain AV hardware such as projectors, microphones, and control panels
- Maintain an inventory of AV equipment and coordinate upgrades

Required Knowledge, Abilities and Skills

- Strong knowledge of telecommunications infrastructure and protocols (e.g., SIP, VoIP)
- Experience with Cisco UC, Microsoft Teams Calling, or similar platforms
- Familiarity with IP CCTV systems, especially Avigilon
- Understanding of access control systems, including credential management and scheduling
- Competency in managing audio-visual technologies for public and hybrid events
- Excellent troubleshooting and documentation skills
- Ability to work independently, communicate effectively, and collaborate across departments
- Class 5 Driver's Licence for the Province of British Columbia required

Desirable Training and Experience

- Degree or diploma in Information Technology, Telecommunications, or a related field.
- 3–5 years of progressive experience in systems administration roles
- Certifications in Cisco, Avigilon, Microsoft, or other related platforms are considered an asset
- Demonstrated experience in municipal or enterprise IT environments preferred

The City of Delta provides a competitive salary of \$53.19 - \$62.83/hour and a comprehensive benefits package, including a Defined Benefit Pension Plan with Special Agreement option (Municipal Pension Plan). Interested applicants are strongly encouraged to submit a cover letter along with their resume, outlining their relevant experience and interest in this position when applying online to competition **#26-117 EX** by **May 6, 2026**.

At the City of Delta, we are committed to recruiting and retaining a diverse workforce that is representative of our community, providing equal opportunity and fostering an inclusive workplace where our individual differences are recognized, valued and celebrated.