

TELECOMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class performs skilled technical work in the physical and computerized service, maintenance and repair of an agency's telephone and telecommunications systems and equipment, including wiring and cabling networks. The responsibilities of this position may be physically demanding when installing or repairing telephone and telecommunications equipment and/or installing wiring or cabling lines and networks, and the incumbent may be exposed to dirty and disagreeable environmental conditions while performing assigned work. Contacts are generally within the employing department, throughout all of an agency's sites and work locations related to telephone and telecommunications needs, and with outside vendors of telephone and telecommunications services. Supervision is received from a higher-level technical and/or administrative position through conferences, submission of reports and review of work. While supervision of others is not normally a function of this class, incumbents may be required to oversee workers on designated projects. An employee in this class may be required to respond to emergency situations when interruptions or failures in telephone or telecommunications systems occur and will be expected to travel between various facilities and sites on a regular basis.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Maintains existing and installs new telephone and telecommunications equipment and wiring and cabling networks, including performing additions, relocations (moves) and other changes and repairs;
2. Performs diagnosis, repair and service to the mechanical, electrical and electronic components of telephone and telecommunications equipment and systems, and wiring and cabling networks;
3. Maintains computerized database of all telephone line and instrument features to include all applications and line assignments;
4. Assists in maintaining an inventory of telephone and telecommunications systems, equipment, tools and supplies; recommends purchases of equipment, tools and supplies as needed;
5. Maintains logs, records and reports on trouble calls, service calls, telephone usage and features, and work summaries;
6. Coordinates and communicates with department representatives on current and future department telephone and telecommunications needs;
7. Coordinates and communicates with telephone companies and vendor representatives on telephone and telecommunications requirements, maintenance and repairs;
8. Assists in reviewing telephone usage and cost and call accounting;
9. Travels to various facilities and sites on a regular basis to perform installations, maintenance, service and repairs.

TELECOMMUNICATIONS TECHNICIAN (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of telephone and telecommunications facilities, systems, components and equipment, to perform proper maintenance, service and repairs to ensure systems and equipment remain operational and with no loss of critical functions, and to advise supervisors of needs;

Knowledge of methods used in the installation, maintenance, service, testing, repair and operation of telephone and telecommunications equipment and systems to ensure proper equipment is utilized and remains operational and functional;

Knowledge of basic principles, tools and mechanical skills to install, maintain and repair telephone and telecommunications equipment and systems, including wiring and cabling networks;

Knowledge of industry standards and codes in the field to ensure work is performed according to standards and codes and in a safe and efficient manner;

Ability to diagnose and detect causes of malfunctions of telephone and telecommunications equipment and wiring and cabling networks, and to make or recommend necessary repairs;

Ability to use a personal computer and to learn and utilize computerized systems to maintain telephone and telecommunications equipment, assignments and features, and to monitor telephone usage and call accounting;

Ability to use basic power and hand tools and electrical/electronic testing equipment to install, maintain, diagnose and repair telephone and telecommunications equipment and systems and wiring and cabling networks;

Ability to work in close and/or small spaces or areas, including, but not limited to, basements, closets, tunnels, ceilings and utility areas;

Ability to remain current in the technology and advancements in the field;

Ability to maintain accurate records and to prepare reports and summaries on work performed;

Ability to establish and maintain effective working relationships with others within the employing department, within other departments and with other public and private organizations;

Ability to communicate effectively, both verbally and in writing.

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND one (1) year of full-time work experience in the operation, repair and maintenance of a computerized telephone system and related equipment, including the mechanical, electrical and electronic diagnosis and repair of telephone equipment and the installation of wiring or cabling networks.

SPECIAL REQUIREMENT:

Possession of a New York State Driver License at time of appointment.

TR5311.

ADOPTED: 01/01/02