

COMMUNICATION SYSTEMS TECHNICIAN

DEFINITION

To provide the full range of journey level assistance and technical support to the County's telecommunications systems; to review, process and allocate monthly telecommunication charges as appropriate; to perform moves, adds and changes to telecommunications equipment; and to perform a variety of duties relative to assigned areas of responsibility.

REPORTS TO

This classification receives general supervision from the Director of Information Technology Services or other higher level staff.

SUPERVISION EXERCISED

This classification does not exercise supervision over lower level staff.

EXAMPLES OF DUTIES - *The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.*

Performs a variety of technical level duties in support of the County's telecommunications services; monitors telephone communications system operations to ensure operational efficiency; creates and processes accounts payable for repair charges, local calls, long distance charges, and cellular phone services; prepares spreadsheets and allocates charges to appropriate departments; coordinates and undertakes telephone instrument and communication circuits moves, additions, deletions, and installation; maintains telecommunications database to ensure proper cost allocation to departments and identify equipment location; performs technical changes on telecommunications switch equipment and coordinates more complex maintenance with external vendors; researches more economical communication systems for the County; places orders for new services and equipment, or for equipment repair; receives requests, sources and purchases information systems and telecommunications equipment and materials; and performs related duties as assigned.

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TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods of time; frequently stand, walk, stoop, kneel and crouch; physical ability to lift and carry objects weighing up to 50 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers and facsimile machines.

TYPICAL WORKING CONDITIONS

Work is performed in an office with occasional outside work; incumbent may travel from site to site; exposure to electrical energy and dust; continuous contact with staff and the public; may work evenings and weekends as necessary.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of information technology and telecommunication programs.
- Principles and practices of customer service.
- Operational characteristics of equipment and materials used in telecommunications such as switches, cabling, hardware and software.
- Methods and techniques of installing telecommunications equipment.
- Methods and techniques of troubleshooting telecommunications and personal computer equipment and devices.
- Basic general accounting concepts.
- Methods, practices and terminology used in financial recordkeeping work.
- Operational characteristics of personal computer equipment, including hardware, software and peripheral devices.
- Office methods, practices and procedures including computers and associated word processing and spreadsheet applications.
- Proper English usage, spelling and grammar.

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Ability to:

- Provide user assistance with County telecommunications systems and personal computer hardware and software.
- Perform technical changes to telephone switch and telecommunications equipment.
- Review and allocate communications charges.
- Negotiate and provide recommendations on telephone service options.
- Research and obtain prices for vendor services.
- Research and develop recommendations for communication system changes and modification.
- Perform fiscal and account recordkeeping.
- Verify, compile, reconcile and interpret data.
- Install and maintain telecommunications equipment and related software packages.
- Analyze records and report errors.
- Prepare clear, concise and accurate records and reports.
- Effectively represent the County information technology and communication services in contact with other County staff and vendors.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships.

Training and Experience: *Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

- **Education** – Equivalent to an Associate's degree with major course work in computer science and telecommunications, or a related field.
- **Experience** – Two years of experience providing technical assistance to telecommunications systems and equipment.

Special Requirements: Possession of a valid and current California Driver's License issued by the Department of Motor Vehicles.