

TELECOMMUNICATIONS TECHNICIAN TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is a trainee position that involves learning the skills necessary to be proficient in the service, maintenance, repair and installation of the county's Unified Communications systems. The incumbent learns to install and diagnose problems with telecommunications equipment and cabling, encompassing both analog and digital technologies. Trainees work closely with a Telecommunications Technician to acquire the knowledge, skill and ability to advance to the journey level position. Under the direct supervision of a Network Engineer, the Telecommunications Technician Trainee performs modifications, moves, changes and installations of telephone service for all county facilities. Employees are also responsible for preventative maintenance of telephone equipment. Does related work as required.

TYPICAL WORK ACTIVITIES:

Learns to:

Respond to trouble reports from departments and to perform required remedial actions;
Perform scheduled moves, changes and additions to telephone systems;
Maintain, repair and installs telephone, VoIP Systems, switches, wire, cable, jacks and telephone apparatus;
Perform scheduled preventative maintenance;
Assist Telecommunications Technician;
Inventory Management;
Verify accuracy of invoices from service providers;
Interpret oral and written instructions including technical manuals, drawings, blueprints and specifications;
Communicate status of projects, repairs, and installations to management, staff and requestors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of telephone switching principles, practices and terminology;
Ability to learn to troubleshoot and repair various voice systems;
Ability to learn to install and upgrade hardware, software, cabling, wire and station equipment;
Ability to learn to read and interpret technical manuals,

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schematics drawings and blueprints;
Ability to work well with others;
Ability to learn to do telephony testing, including tone testing;
Ability to operate hand tools such as volt/ohmmeter, circuit tracers, drills, and screwdriver;
Ability to communicate effectively both orally and in writing;
Good time management skills;
Good computer skills;
Good judgment.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and two years' experience in the installation, maintenance or repair of electrical or mechanical systems and equipment.

NOTE: Successful completion of coursework at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees in computer science, electronics, electrical technology, mechanical or electrical engineering or technical curriculum which relates to electrical construction or maintenance or repair of electronic equipment, may be substituted for the required experience on a year-for-year basis.

SPECIAL REQUIREMENT AT TIME OF APPOINTMENT: Possession of the appropriate level Motor Vehicle Operator's License.

NOTE: This is a trainee position in the competitive class. Appointment following examination is for a one-year term during which time the incumbent learns the basics of the Telecommunications Technician position. Training is on-the-job but may require academic assignment. Promotion upon successful completion of the training period may be made without further examination to the position of Telecommunications Technician.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.