

TELECOMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Network Engineer an employee in this class is responsible for the planning, design, support, installation and maintenance of the County's Unified Communications infrastructure, legacy voice technologies and associated software. Responsibilities also include inventory management, billing, service requests, repairs, preventative maintenance and projects. Coordinates with Networking, sysAdmin and Desktop teams for deployments as well as vendors for legacy voice technologies. Adheres to all state and industry regulations. Effectively interacts with internal customers throughout the organization, including management, coworkers and vendors. Responds to questions or issues in a timely manner. May oversee the work of a Telecommunications Technician Trainee. Does related work as required.

TYPICAL WORK ACTIVITIES:

Responds to trouble reports from departments and performs required remedial actions;
Performs scheduled moves, changes and additions to telephone systems;
Maintains, repairs and installs telephone, VoIP systems, switches, wire, cable, jacks and telephone apparatus;
Performs scheduled preventative maintenance;
Assists in planning moves, changes and additions to telephone systems;
Has responsibility for inventory management;
Verifies accuracy of invoices from service providers;
Interprets oral and written instructions including technical manuals, drawings, blueprints and specifications;
Communicates status of projects, repairs, and installations to management, staff and requestors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of telephone switching principles, practices and terminology;
Good knowledge of switch database preparation and programming;
Ability to install, trouble shoot and repair various voice systems;
Ability to operate hand tools such as volt/ohmmeters, circuit tracers, drills and screwdrivers;
Ability to install and upgrade hardware, software, cable, wire and station equipment;
Ability to read and interpret technical manuals, schematics, drawings and blueprints;
Ability to communicate effectively both orally and in writing;
Ability to perform telephony and tone testing;
Good time management skills;
Good computer skills;

Good judgment.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and three years' experience in the installation and repair of a switched telephone system (such as PBX or VoIP Systems), including Centrex, cabling and wiring and station 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.

"BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer."

R359 04/15/2014
 Revised 11/13/2020, 6/22/23

COMPETITIVE