MAJOR FUNCTION

This is highly skilled work in the design, installation and maintenance of telecommunications systems, and the physical interfaces to local and wide area networks (LAN/WAN) used in the City communications network for voice and data. Work is performed in accordance with standard trade practices. An employee in this class is expected to exercise technical independence in determining work methods and procedures. Work is performed under the general direction of higher level supervisory staff who reviews the work through observation, conferences, reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Maintains accurate records on all voice communication databases, system configurations and technical libraries. Performs daily preventive maintenance routine and system diagnostics to prevent likelihood of system malfunctions and failures. Coordinates with other ISS Divisions. Evaluates requests, designs, and implements telecommunication systems software network applications as required by departments. Performs installations of all types of computerized PBX, CBX, Voice over IP and hybrid key systems. Performs installations of phones, FAX, TDDs. Performs moves and changes to various types of communications equipment. Performs related work as required.

Other Important Duties
Keeps abreast of new and changing technology. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Considerable knowledge of standard practices associated with telecommunications systems installation, modifications, maintenance and repairs. Knowledge of network electronic devices uses and applications. Considerable knowledge of standard practices associated with communications systems. Considerable knowledge of communication system installation, network wiring, and outside plant cabling and system terminology. Ability to isolate, define and resolve failed equipment in the communications systems network. Considerable knowledge of central office operations, central office programming system, phone mail, cost accounting system, and battery AC/DC backup systems. Considerable knowledge of installation and wiring of outside plant cabling and Siemens/ROLM system terminology, as well as, Voice over IP technology. Ability to troubleshoot communication systems hardware and software problems. Ability to maintain all communications systems. Ability to interpret and work from technical manuals, diagrams, sketches, or blueprints. Ability to understand and effectively carry out oral and written instructions. Skills in the use and operation of communications equipment and computer terminals.

Minimum Training and Experience
Possession of an associate's degree and three years of experience that includes the installation and maintenance of data and voice communications systems and end user devices such as telephone, fax, TDD, and Voice over IP device; or an equivalent combination of training and experience.

Necessary Special Requirements
Must possess a valid Class E State driver's license at the time of appointment.

Established: 03-06-01
Revised: 04-23-04*
         09-02-11*
         01-26-15