



AUGUST 2018
FLSA: NON-EXEMPT
Bargaining Unit: GE
JCN: 3168/3169

County of El Dorado
2012

May

TELECOMMUNICATIONS TECHNICIAN I/II

DEFINITION

Under immediate or general supervision, ~~install, maintain, modify and repair~~ performs technical work in support of the County's telecommunications equipment and systems including installing, maintaining, modifying, and repairing radio or telephone equipment and systems depending upon assignment, as well as related microwave, voice and data terminals, switching and control systems, and audio and video equipment; and performs related duties as assigned.

DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from the assigned supervisor or manger. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

~~The Telecommunications Technician I:~~ This is the entry-level classclassification in the Telecommunications Technician classification series. ~~This class is distinguished from the journey level by Initially under close supervision, incumbents perform basic telecommunications duties for the performance of the County. As experience is gained, assignments become more routine tasksvaried and duties assigned to positions within this series. Employees are performed with greater independence. Positions at this level usually perform most of the duties required of the II level, but are not expected to perform withfunction at the same independence of directionskill level and usually exercise less independent discretion and judgment onin matters allocated to the journey level. Employees related to work under immediate supervision while learning job tasks, procedures and methods.~~

~~The~~

~~Telecommunications Technician II:~~ This is the full journey level class within classification in the Telecommunications Technician classification series. This class is distinguished from the Telecommunications Technician I by the assignment of the full range of duties. Employees Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level of the work unit.

Positions in the Telecommunication Technician classification series are flexibly staffed and positions at the II level are normally filled by advancement from the I level after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF DUTIES TYPICAL JOB FUNCTIONS (Illustrative Only)

Install, maintain, modify and repair

- Installs, maintains, modifies, and repairs telephone or radio communications equipment and systems, as well as related peripheral equipment.

- ~~Respond~~Responds to service/repair calls or maintenance alarms; ~~investigate, analyze~~investigates, analyzes, and ~~diagnosed~~diagnoses the operation and performance of electronic, radio, and wire systems and equipment; and ~~initiate~~initiates action to optimize system/circuit effectiveness.
- ~~Monitor~~Monitors the installation and servicing of equipment provided by contractors; ~~provide~~provides coordination between County departments or agencies and the local telephone company for activation and restoration of services.
- ~~Provide~~Provides training to personnel of customer departments on the use and features of telecommunications equipment and systems.
- ~~Assist~~Assists in the preparation and maintenance of specifications for telecommunications equipment and systems.
- ~~Perform record keeping~~Performs moves, additions, and changes.
- ~~Performs recordkeeping~~ and reporting for maintenance administration.
- ~~Perform~~Performs research on diagnostic and traffic data as well as equipment.
- ~~Assist~~Assists customer department personnel by responding to telephone inquiries.
- ~~Clean~~Cleans switch rooms and equipment.
- ~~Assist~~Assists in the maintenance of the parts/equipment inventory.
- ~~Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.~~
- ~~Follow County policies and procedures.~~
- ~~Attend meetings and training, as directed.~~
- ~~Work in a safe manner at all times.~~
- ~~Perform related duties as assigned.~~
- ~~Perform~~Performs PBX backups, alarms checks, and daylight savings time change functions and assists vendors with PBX installations.
- ~~Maintain~~Maintains tele-management and voice management system including daily, monthly, and quarterly preventative maintenance.
- ~~Work with vendors on new PBX installations.~~
- ~~Perform moves, additions, and changes.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~Stays abreast of new trends and innovations in technology related to telecommunications; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.~~
- ~~Attends and participates in professional group meetings.~~
- Performs related ~~work~~duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge ~~O~~f:

~~Telecommunications Technician I~~

- Telecommunications systems, PBX and key telephone systems, and basic telephony, as well as voice and data processing.
- Public address systems, closed circuit television, and the theory and operation of a 911 emergency telephone and dispatch system.
- Principles and practices of installing, maintaining, and repairing digital and analog telecommunications equipment and systems.

- Applicable federal, state, and local laws, codes, and regulations, including administrative and department policies and procedures related to telecommunication systems and equipment.
- Equipment, tools, instruments, and materials used in the installation, maintenance, and repair of telephone equipment.
- Use of operation, configuration, and set up communications equipment and of diagnostic equipment.
- The construction, repair, and operation of electronic telephone equipment, depending upon assigned area of responsibility.
- Networks, test equipment, and computerized tele-management systems.
- ~~Principles and practices of work safety.~~

Telecommunications Technician II

- The proper use of precision electronic and electrical measuring instruments and devices used in the diagnosis and servicing of radio and wire telecommunications systems and equipment.
- PBX networking.
- ~~Rules and regulations of the Federal Communications Commission (FCC) pertaining to County telecommunications systems and equipment.~~
- ~~Depending upon assignment, the theories~~Theories of digital electronics and radio frequencies, ~~depending upon assignment.~~
- Personal computer based hardware and software used in maintenance and repair of the telephone equipment.
- Principles and practices of work safety.

Skill In:

- Principles and practices of developing and maintaining technical documentation, files, and records.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Identify and locate equipment; interpret work orders; ~~remember equipment operation and location; and explain jobs to others.~~
- ~~Intermittently, sit at a desk or while driving; stand and walk while performing installation and maintenance activities; bend, kneel, squat and twist to adjust equipment; climb ladders or towers; or climb up on to heavy equipment to inspect and conduct installation, maintenance and repair operations; perform simple and power grasping, pushing, pulling and fine manipulation; and lift heavy weight.~~
- ~~Learn~~Apply rules and regulations of the Federal Communications Commission (FCC) pertaining to County telecommunications systems and equipment.
- ~~Learn to organize~~Organize and manage multiple projects and develop monitoring, back up, and re-

start procedures.

- Maintain and repair a wide variety of equipment brands, including both new and old technologies.
- Program and maintain a variety of brands of PBX and electronic key systems.
- Read and comprehend technical reports and diagrams.
- Differentiate various colors of wires and diagrams and use a variety of tools.
- Prepare and maintain technical records and reports.
- Read and interpret electrical and electronic schematic and wiring diagrams and service manuals.
- Concentrate, analyze, and diagnose technical problems and provide effective, reliable solutions.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise client response and technical materials.
- Prepare and deliver targeted training programs for County employees.
- Perform administrative tasks as assigned.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- ~~Work with various cultural and ethnic groups, customers, co-workers and supervisors in a respectful, tactful and effective manner.~~
- ~~Understand and follow written and oral instructions and effectively communicate orally and in writing.~~
- ~~Maintain and repair a wide variety of equipment brands, including both new and old technologies.~~
- ~~Program and maintain a variety of brands of PBX and electronic key systems.~~

~~Other Requirements:~~

~~Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis. May be required to work on-call, weekends and irregular hours. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigations to disclose any criminal record.~~

Education and Experience:

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement~~

~~*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*~~

Telecommunications Technician I:

Equivalent to an ~~Associate's~~associate degree from an accredited college with major ~~course work~~coursework in telecommunications systems, electronics technology, electrical engineering, communications technology, or a related field,;

AND: ~~one~~

One (1) year of experience working with telecommunications equipment and systems, including the installation, maintenance, and repair of telephone, audio, video, or radio communications equipment and systems.

Telecommunications Technician II:

In addition to the above, two (2) years of increasingly responsible experience working with telecommunications equipment and systems, including the installation, maintenance, and repair of telephone, audio, video, or radio communications equipment and systems—~~similar to the Telecommunications Technician I with El Dorado County.~~

Additional experience working with telecommunications equipment and systems beyond the required experience listed above may be substituted for the required education on the basis of one year of experience is equivalent to 30 semester (or 45 quarter) units. Possession of nationally recognized certification(s) in the fields of telecommunications systems, electronics technology, electrical engineering, communications technology or a closely related field may be substituted for some or all of the required education.

Licenses and Certifications:

➤ Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various county facilities and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on-call, weekends, and irregular hours. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and

fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigations to disclose any criminal record.

~~**NOTE:** The above qualifications are a typically accepted way of obtaining the required knowledge and skills.~~