



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

## TELECOMMUNICATIONS TECHNICIAN I/II

### **DEFINITION**

Under immediate or general supervision, 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.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

*Telecommunications Technician I:* This is the entry-level classification in the Telecommunications Technician classification series. Initially under close supervision, incumbents perform basic telecommunications duties for the County. As experience is gained, assignments become more varied and 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 function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

*Telecommunications Technician II:* This is the journey level 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. 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 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 TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Installs, maintains, modifies, and repairs telephone or radio communications equipment and systems, as well as related peripheral equipment.
- Responds to service/repair calls or maintenance alarms; investigates, analyzes, and diagnoses the operation and performance of electronic, radio, and wire systems and equipment; and initiates action to optimize system/circuit effectiveness.
- Monitors the installation and servicing of equipment provided by contractors; provides coordination between County departments or agencies and the local telephone company for activation and restoration of services.
- Provides training to personnel of customer departments on the use and features of telecommunications equipment and systems.
- Assists in the preparation and maintenance of specifications for telecommunications equipment and systems.

- Performs moves, additions, and changes.
- Performs recordkeeping and reporting for maintenance administration.
- Performs research on diagnostic and traffic data as well as equipment.
- Assists customer department personnel by responding to telephone inquiries.
- Cleans switch rooms and equipment.
- Assists in the maintenance of the parts/equipment inventory.
- Performs PBX backups, alarms checks, and daylight savings time change functions and assists vendors with PBX installations.
- Maintains tele-management and voice management system including daily, monthly, and quarterly preventative maintenance.
- 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 duties as assigned.

### **QUALIFICATIONS**

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

#### **Knowledge of:**

- 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.
- 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.
- 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.
- 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.
- Apply rules and regulations of the Federal Communications Commission (FCC) pertaining to County telecommunications systems and equipment.
- 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, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*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 degree from an accredited college with major coursework in telecommunications systems, electronics technology, electrical engineering, communications technology, or a related field;

AND

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.

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.