

TELECOMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This work involves highly skilled technical work in the service, maintenance, repair and installation of the county telephone system. Under the general supervision of the Telecommunications Manager an employee in this class performs all modifications, moves, changes and installation of telephone services for all county facilities. Employees are also responsible for preventative maintenance of telephone equipment. 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, key systems, VoIP systems, PBX switches, wire, cable, jacks and telephone apparatus;
Performs scheduled preventative maintenance on lines, trunks and switches;
Assists the Telecommunications Manager in planning moves, changes and additions to telephone systems;
Programs PBX switches and key systems for all moves, adds and changes to telephone systems;
Maintain spreadsheets and databases of telecommunication information for inventory and billing purposes;
Maintains inventories of repair items and tools;
Interprets oral and written instructions including technical manuals, drawings, blueprints and specifications;
Performs bench repair of station apparatus and returns defective equipment.

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 PBX and various voicemail systems;
Ability to operate hand tools such as volt/ohmmeters, drills and screwdrivers;
Ability to install PBX hardware, Key, 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;

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.

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

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

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COMPETITIVE