

TELECOMMUNICATIONS ANALYST

Code No: 3-20-027
Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for network administration related to the telecommunications systems at a particular agency. Responsibilities include supporting day-to-day network requirements, leading major implementation efforts involving telecommunications, and providing end user support and training. The employee reports directly to and works under the general supervision of a higher level staff member. Supervision may be exercised over a clerical and technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other activities may be performed although not listed):

Receives requests (adds, moves, changes) from departments and the TECH (technology help desk);

Conducts in-house and outside assignments of hardware changes necessary to complete work requests;

Configures software relating to phone and extension configurations, automatic call distribution, pick groups, and hunt groups;

Maintains and updates repair tracking system;

Monitors daily operation of the voice applications and Session Initiation Protocol (SIP) connections;

Provides user support by answering questions and responding to trouble calls regarding voice applications;

Manages extension assignments for all current operations, maintains and updates departmental databases and directories;

Determines equipment needs, other than cabling, and telephone configurations, for new construction or renovation projects;

Manages telephone number and extension assignments;

Follows up with vendors and building management to insure all schedules are met and assists in resolving installation problems;

Determines that completed installations are functioning correctly and assists in resolving problems between user and vendor;

Collects and analyzes unified communications and voice messaging data, and produces monthly reports;

Schedules and updates voice processing messages;

Provide formal training to users, including new features and special design configurations, and develops curriculum and software design for all training programs;

Summarizes Automatic Call Distribution data, conducts a utilization analysis, and makes procedural recommendations based on usage;

Establishes a communications link with the voice applications, interprets traffic statistics, and produces monthly availability reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of telecommunications terminology, equipment, and technology; good knowledge of telecommunications installation procedures; good knowledge of telecommunications analysis techniques; good knowledge of network design concepts, voice, and data; good knowledge of network standards; working knowledge of the technical operation of the voice applications systems; ability to plan implementation schedules; ability to evaluate equipment combination choices and impact of changes on different systems; ability to translate system capabilities into procedures; ability to select system solutions that are efficient and cost effective; ability to evaluate complex technical material; ability to train others in the use of equipment and procedures; ability to establish effective working relationships with others; ability to verbally communicate effectively; supervisory ability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Successful completion of at least sixty (60) college semester credit hours including a minimum of twelve (12) semester credit hours in a computer science or information technology field; OR,
- (B) Two (2) years full-time or its part-time equivalent paid or volunteer* experience in the operation, installation, or maintenance/repair of a network or computer operating system; OR,
- (C) Successful completion of a recognized course in computer operation such as training courses offered by the military, computer hardware vendors or consultants or any other verifiable training course, plus six (6) months of experience, as described in (B) above; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B) and (C) above.

*Volunteer experience must be documented by the participating agency and signed by the appointing authority. Employment dates, average number of hours worked per week, and job duties must be included. Documentation must be included with your application.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS:

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Monroe County Civil Service Commission

ADOPTED: October 9, 1997

REVISED: March 30, 2023