

TELEPHONE TECHNICIAN

Code No.: 4-18-311
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving the maintenance and repair of all agency telephone telecommunications and network equipment as well as the installation of new station equipment. The employee works independently on various types of telecommunications and network equipment owned by the jurisdiction. The employee will drive to different locations in the execution of his/her duties. The Technician is responsible for performing emergency repairs which may involve working nights and weekends. The employee reports directly to and works under the general supervision of a higher ranking staff member. Supervision is not a responsibility of this class. Does related work as required.

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

Troubleshoots problems and makes repairs on telecommunications equipment owned by the jurisdiction;

Installs various types of wire, cable, and station equipment;

Makes program software and hardware changes to the telecommunications equipment owned by the jurisdiction;

Orders parts and maintains an inventory of frequently-used parts;

Maintains and updates building telecommunications extensions and programming records at sites;

Contacts and meets with different vendors and utility personnel to correct problems occurring with jurisdiction and utility owned equipment;

Prepares oral and written reports on topics affecting telecommunication and network system operations, improvements, or equipment;

Recommends telecommunications software and hardware, networks, and procedures to support the departments' and District's goals and objective;

Receives job assignments from work orders and trouble calls; reports back on unusual conditions and problems;

Performs required maintenance on installed telecommunication station equipment;

Refurbishes used equipment, and cleans up and labels old cabling.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of electronics hardware and software

relating to the telecommunications industry; thorough knowledge of the telecommunications equipment, Asynchronous Transfer Mode (ATM) networking and digital trunking utilized by the jurisdiction; thorough knowledge of DOS and Windows; ability to repair, install, and make hardware and software changes to all types of telecommunications equipment; ability to use telecommunication test equipment and common installation tools; ability to communicate effectively both orally and in writing; willingness and physical ability to climb ladders and perform moderately strenuous tasks such as bending, lifting and pulling cable; computer proficient; physical condition commensurate with the demands of the position.

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

- (A) Graduation from a regionally accredited or New York State recognized college or university with an Associate's degree in Mechanical or Electrical Engineering, or a computer science field, plus three (3) years of paid full-time or its part-time equivalent experience in the repair, maintenance, and installation of telecommunications equipment; OR,
- (B) Possession of twenty-four (24) semester credit hours in Electrical Engineering or Electronics plus three (3) years paid full-time or its part-time equivalent experience as described in (A); OR,
- (C) Four (4) years of full-time or its part-time equivalent experience as described in (A).

SPECIAL REQUIREMENTS:

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: August 31, 1989

REVISED: April 6, 2000