

SENIOR TELECOMMUNICATIONS & PROCUREMENT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing administrative and technical support for the telecommunications infrastructure within the County and the efficient, economical and timely procurement of computer related equipment and services for the county. Duties include systems use and need analysis as well as deleting and adding users and general maintenance on the system. The work is carried out in accordance with established policies, procedures and state statutes. Work is performed under general supervision with leeway allowed for the exercise of independent judgement in carrying out the details of the work. A Senior Telecommunications & Procurement Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Design, implement and prepare network communication for end users;
- Troubleshoot data communication devices when network failure is reported, communicate with vendor to determine cause and immediate resolution of failure;
- Determine procedural changes necessary to alleviate or correct communication problems;
- Meet with department representatives to determine and define communication needs for equipment and systems;
- Conduct on-site surveys to identify factors that affect the type and amount of equipment that can be used;
- Install voice and data communication systems as needed;
- Maintain frequent and continuing written and oral communication with departments, vendors, telephone company representatives and workers installing equipment and systems to obtain and exchange information, define communication needs, answer questions, investigate and resolve problems, schedule and implement changes and train end users;
- Evaluate time sequence and physical considerations involved in changes to prepare schedule that ensures all installation work is done on time and in proper sequence;
- As assigned, participate in major projects related to telecommunications;
- Investigate and resolve complaints from department personnel;
- Maintain inventory of equipment and order as needed;
- Reconcile billing errors with telephone companies, prepare reports itemizing discrepancies in bills and request credit from vendors for overbilling;
- Initiate competitive quotes for the purchasing of computer-related equipment and services for departments;
- Consult with co-workers and end users to assure correct vendor item and compile information to prepare orders for purchasing;
- Follow procedures and guidelines for the purchase of goods and services and use state contracts and other sources exempt from bidding law to obtain supplies and equipment;

- Develop specification based on requests for supplies, services and equipment;
- Make recommendations as to the purchase of equipment, supplies and services based on review and analysis of vendor quotes;
- Contact vendors and sales representatives to expedite shipments and ensure delivery dates are met;
- Meet with vendors and sales representatives to discuss product lines, quality levels and product availability;
- Maintain frequent written and oral communication with Accounts Payable personnel to ensure proper and timely payment with vendors;
- Communicate and resolve with vendor regarding delivery of defective equipment with reimbursement or replacement of such equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of telecommunications network systems; good knowledge of microcomputer hardware and software; good knowledge of standard office software applications, including word processing, spreadsheets, and databases; good knowledge of the principles and practices of governmental purchasing; working knowledge of current supply markets and trade conditions; working knowledge of business administration procedures; ability to diagnose hardware and software problems and devise a solution; ability to readily acquire familiarity with laws, regulations and policies as they apply to procurement in the governmental sector; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to carry out complex oral and written instructions; integrity; resourcefulness; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Engineering, Computer Science, Business Administration, or related field and two years of technical or administrative experience, one year of which must have been directly related to telecommunications design, installation or management;

OR

- B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Engineering, Computer Science, Business Administration, or related field and four years of technical or administrative experience, one year of which must have been directly related to telecommunications design, installation or management;

OR

C) Eight years of experience as indicated above;

OR

D) An equivalent combination of training and experience as indicated within the limits of A), B) and C) above.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 7/20/15