

TELECOMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing administrative and technical support for the telecommunications infrastructure within the County. Duties include systems use and need analysis as well as deleting and adding users and general maintenance on the system. Work is performed under general supervision with leeway allowed for the exercise of independent judgement in carrying out the details of the work. An Information Technology Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Tracks and manages a countywide telecommunications infrastructure;
- Employing and supporting land-based phone lines and wireless networks;
- Designs and implements voice systems;
- Troubleshoots voice systems problems and provides technical assistance to repair telecommunication problems;
- Applies telecommunications interface capabilities to data networks;
- Determines solutions for new and changing telecommunications services;
- Installs and maintains telephone lines for use in telecommunication equipment;
- Operates a microcomputer and peripheral equipment for production work;
- Composes and maintains a database of user extensions;
- May perform minor operator preventive maintenance.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS: Good 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; ability to diagnose hardware and software problems and devise a solution; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; 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 at least a bachelor's degree including or supplemented by either 1) thirty (30) credit hours in management information systems, computer science, information technology, or closely related field, or 2) two (2) years of experience in network administration, information systems management, or computer programming;

OR

- B) Graduation from a regionally accredited or New York State registered college or university with at least an associate's degree including or supplemented by either 1) fifteen (15) credit hours in management information systems, computer science, information technology, or closely related field **and** two (2) years of experience in network administration, information systems management, or computer programming, or 2) four (4) years of experience in network administration, information systems management, or computer programming;

OR

- C) Six (6) years of experience in network administration, information systems management, or computer programming.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/15/01