

**CITY OF RICHMOND
CLASS DESCRIPTION
2005**

CLASS TITLE: TELECOMMUNICATIONS SYSTEMS TECHNICIAN

Under general supervision, provides interdepartmental interface between users and Information Technology; provides system administration for advanced electronic equipment and systems; acts as liaison between suppliers, subcontractors and vendors for the using agency and performs related work as required.

Qualifications:

The qualifications for Telecommunications Systems Technician, Zone II and Zone III include:

- High school graduation or GED completion;
- Completion of the core curriculum for an Associate's level major in electronics or related field;
- Two year in telecommunications maintenance or an equivalent combination of experience and training providing the required knowledge, skills and abilities.

Core Job Functions:

Zone II

- Diagnoses problem source through technical analysis and/or discussions with users;
- Coordinates with department personnel and/or vendors to resolve problems and support installations;
- Follows up with users to ensure problem resolution and satisfaction of installation services;
- Provides telephone guidance and training for help desk operators;
- Monitors equipment performance to detect errors, evaluates error causes and adjusts equipment to resume proper operations;
- Coordinates user requirements to ensure best support and assistance;
- Monitors systems for proper utilization and equipment use;
- Prepares activity and progress reports;
- Provides system and equipment performance analysis reports to using agencies;
- Consults with clients on requirements;
- Provides instruction on new and existing equipment;
- Provides 24 X 7on-call support and problem resolution for critical systems.
- Maintains office records, prepares forms, and generates reports to include inventories;
- Provides interdepartmental interface between users and Information Technology;
- Provides vendor management
- Processes orders for all wireless services/devices; modify calling plans as needed
- Maintains extension and circuit inventories;
- Manages move-add-change administration for City users
- Follows work procedures used in operational functions;
- Troubleshoots problems with the telephone switch, voicemail system and phone instruments;
- Processes orders for all data connectivity circuits between City supported sites and/or local exchange carrier;
- Maintains, troubleshoots and tests video conferencing circuits installed between City and State sites;
- Installs, troubleshoots, repairs and maintains telecommunications equipment and voice and data circuits;
- Orders necessary data connectivity hardware and ensures proper installation of same;
- Uses programming in the operation of telecommunications equipment;

**CITY OF RICHMOND
CLASS DESCRIPTION
2005**

CLASS TITLE: TELECOMMUNICATIONS SYSTEMS TECHNICIAN

- Analyze and recommend action for vendor billing and auditing;
- Documents work products via Time Accounting, Support Magic and other performance measures

Zone III

- All job functions in Zone II
- Prepares technical and operational documentation;
- Provides system administration, inspects, and maintains all telecommunications equipment;
- Coordinates preventive maintenance activities with operating requirements;
- Monitors systems by collecting and analyzing data
- Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits
- Ensures that facilities are properly configured for electrical and HVAC and works with designated City agencies to ensure same;
- Manages City of Richmond Automated Call Distribution systems by modifying routing tables schedules and agent login access to call centers
- Creates automated attendants, Enhanced Call Processor boxes and manages and documents changes to the voicemail system.
- Participates in site surveys for major projects and documents findings
- Investigates new methodologies for the telecommunications industry and reports findings to team members and management;
- Provides telephone switch and voicemail administration;
- Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits;
- Provide project management for large site-to-site and intra-site relocations;
- Coordinates major projects and reviews projected floor plan layouts and offers suggestions on the telecommunications needs that will ensure successful completion of the project;
- Manages data connectivity between specified City sites and local exchange carriers for ATM, TLS, DSL, T1 and/or ISDN;
- Prepares technical support documentation and manuals;
- Conducts need assessments and comparative analysis;
- Conducts advanced call routing within the city Automated Call Distribution system;
- Instructs, supervises and monitors quality of work of others;
- Makes periodic presentations to management reviews and/or user departments;

Competencies:

Zone II

- Applies and demonstrates knowledge of office practices and procedures;
- Applies and demonstrates knowledge of business English and general mathematics;
- Applies and demonstrates knowledge of City agency policies and procedures
- Applies and demonstrates knowledge of networking, wireless access, cellular technology and VoIP technology;
- Contributes to and enhances customer satisfaction;

**CITY OF RICHMOND
CLASS DESCRIPTION
2005**

CLASS TITLE: TELECOMMUNICATIONS SYSTEMS TECHNICIAN

- Works and communicates effectively with co-workers and other department personnel
- Applies and demonstrates verbal and written communication skills;
- Contributes to departmental goal achievement;
- Makes use of resources and plans and organizes time effectively;
- Applies and demonstrates basic understanding of the technical aspects of telecommunications systems and equipment;
- Applies and demonstrates an understanding of industry standards for infrastructure cabling (CAT5E and fiber optic) and provides guidance and management of infrastructure cabling installation/terminations; ensures that industry standards are adhered to;
- Possesses an understanding of outside plant infrastructure, including but not limited to differences between copper and fiber optic cabling used as a transport for incoming services
- Applies and demonstrates an understanding of local exchange carrier offerings and how they can be used to satisfy user requirements
- Applies and demonstrates an understanding of city contracts for service providers and consulting with users regarding same
- Acquires and continuously develops professional/technical skills and knowledge;
- Carries responsibility for group goals, supports group decisions, works with group to achieve goals, and handles conflict constructively;
- Applies and demonstrates knowledge of laws, ordinances and regulations;
- Possesses and exhibits a strong work ethic; self-confidence; a demonstrated commitment to producing a substantive work product;
- Exercises sound judgment, makes decisions and problem solve;
- Applies and demonstrates knowledge of industry standards as it relates to telecommunications;
- Knowledgeable with Voice Response systems and their processes;

Competencies:

Zone III

- All competencies in Zone II
- Seeks methods and opportunities for cost savings and revenue generation;
- Demonstrates team leadership.
- Monitors benchmarking of service costs, scope and performance results;
- Evaluates industry specific and business software;
- Demonstrates relevant technical project management experience in planning, implementation, and oversight of large-scale government enterprise application projects

Skills:

Zone II

- Microsoft Office XP – Word, Excel, Powerpoint
- Microsoft Outlook 2003
- Network Associates – Support Magic
- DIT Project Time Accounting
- Network Associates – Support Magic

ADA COMPLIANCE

**CITY OF RICHMOND
CLASS DESCRIPTION
2005**

CLASS TITLE: TELECOMMUNICATIONS SYSTEMS TECHNICIAN

The City of Richmond is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

The City of Richmond is committed to Quality Customer Service.