

## The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Technician  
Series: Information Technology

Grade: F  
Date: 7/24/01

Code: 2270  
Non-Exempt

### Class Definition

Under general supervision, installs, maintains, and repairs telecommunications systems and provides end-user support. The work involves: installing, maintaining, and monitoring the operation of analog and digital telecommunications systems including inside/outside wiring and cables; diagnosing problems using standard testing equipment and procedures; responding to problems; maintaining and updating records and documenting procedures; and training users in the use of the equipment. IT Telecommunications Technicians independently perform tasks that involve problems which are known and for which solutions are well established and assist on more complex tasks. Performs other duties as assigned.

### Examples of Important Duties

1. Responds to telecommunications problems regarding dial tone issues, station equipment, and hardware/software; identifies problems; replaces wiring, resolves cabling, hardware, and software problems; uses standard testing equipment and procedures to diagnose the nature of users' problems.
2. Maintains operation of existing telephone systems including: hardware/software repairs; system and station renovations; additions; moves and changes.
3. Performs and/or coordinates repair of equipment with vendors or local telephone company.
4. Troubleshoots end-user hardware/software problems and serves as a liaison between users and outside vendors.
5. Provides technical recommendations regarding equipment changes and replacements of field telephone systems.
6. Assists in maintaining telephone system databases; modifies databases using basic programming methods.
7. Establishes and maintains floor plans and cable records for every facility.
8. Assists with implementation of new telephone system installations.
9. Maintains records of work performed, system problems, and related information.
10. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.
11. Explains system operation and capabilities to users.
12. Maintains up-to-date knowledge of telecommunications equipment in use at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information, as appropriate.

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### Examples of Important Duties (continued)

13. Operates computers with standard office automation software (e.g., word processing, spreadsheet, graphics, statistics, database packages) to enter data and to produce report; performs data analyses (i.e., sorting, totals, means); produces reports, tables, graphs, and charts.

### Important Worker Characteristics

- A. Knowledge of: (1) telecommunications equipment and systems; (2) operation of telephone test equipment; (3) safety practices when working with electrical and electronic equipment; and (4) office practices and procedures.
- B. Skill in: (1) use of telephone test equipment and a variety of power tools; (2) use of basic testing equipment (volt-ohm meter or digital voltmeter); (3) maintaining computerized records; (4) reading, interpreting, and applying technical instructions and diagrams; and (5) explaining use of communications equipment to others.
- C. Ability to: (1) read and interpret work orders, technical manuals, and circuit wiring diagrams to complete assigned work tasks; (2) identify and resolve problems associated with communications equipment malfunctions; (3) work both independently and as a member of a team; and (4) communicate clearly and effectively, orally and in writing.

### Minimum Qualifications

1. High school diploma or GED; and
2. Two years experience supporting telephone systems; or
3. An equivalent combination of education and experience. Two years of technical school or college including courses in telecommunications, electronics, computers, or electrical engineering can be substituted for two years of related work experience.
4. Valid drivers' license or ability to acquire one.

### Working Conditions

Work is performed in an office setting. Work involves walking, standing, bending, crouching, and carrying of equipment and supplies.

Grade Revised 7/1/07