

The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Specialist I
Series: Information Technology

Grade: G Code: 2271
Date: 5/18/99
FLSA: Exempt

Class Definition

This is entry level professional telecommunications work. The employee, under general supervision, implements, maintains, and supports telecommunications systems including voice mail service, cellular phone, and pager equipment. The work includes: analyzing telecommunications needs; determining feasibility and appropriateness of upgrades and specific telecommunications configurations; coordinating the installation, testing, debugging, and maintenance of telecommunications hardware/software and equipment; monitoring and documenting system operation and performance; providing end-user support; and training users. An IT Telecommunications Specialist I works as an individual contributor, serving as a member of a team, in the support of large, complex telecommunications systems, or works independently with responsibility for managing and supporting less extensive and complex systems.

Essential Job Functions:

1. Participates in the analysis of proposed projects to determine feasibility and appropriateness of telecommunications systems for a department or several departments.
2. Plans, designs, and recommends new systems and upgrades; analyzes user needs including current resources; develops plans for configuring, testing, and installing systems; designs configurations and analyzes cost effectiveness of alternative configurations; researches system capabilities, compatibility with existing systems, and other characteristics; develops specifications; selects, or recommends selection, of appropriate equipment and software.
3. Orders and maintains inventory of equipment and supplies necessary for repair and installation of telecommunications systems; initiates and completes related procurement activity associated with materials according to the procurement practices established by the Commission.
4. Plans, prioritizes, and dispatches repair, preventive maintenance, and in-house installation schedules for technicians; monitors technicians' work quality and productivity; provides technical expertise concerning equipment and services.
5. Administers daily coordination with vendors of equipment and services (pagers, cellular phones, telephones and equipment) for purchase, replacement, repair and/or installation of new equipment and services.
6. Responds to user problems; diagnosis or oversees diagnosis of line/instrument problems.

The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Specialist I

Page 2

Essential Job Functions: (Continued)

7. Installs software; programs databases for system operation and management; establishes, modifies, and maintains information databases for tracking and analyzing system resources, system performance and related information; creates tables and data structures for storing data; enters and manipulates data; queries, displays, and formats data; builds and formats reports.
8. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.
9. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information, as appropriate.
10. Operates computers with standard office automation software (e.g., word processing, spreadsheet, graphics, statistics, database packages) to enter data and to produce reports; performs data analyses (i.e., sorting, totals, means); produces reports, tables, graphs, and charts.

Important Worker Characteristics:

Knowledge of: 1) information technology/computer science principles and practices with special emphasis on telecommunications systems including intra-switch networking, voice processing, voice mail messaging, and switch database management); 2) design and development for state-of-the art digital technology services; 3) telecommunications and project management principles and practices; 4) basic database programming for telecommunications support; 5) safety practices when working with electrical and electronic equipment 6) Commission policies and procedures.*

Skill in: 1) using telecommunications testing equipment and procedures 2) diagnosing and correcting telecommunications problems; 3) use of spreadsheets, word processing, graphics, communications, database management systems, and integration of data between diverse systems; 4) reading, interpreting, and applying technical instructions and diagrams; 5) explaining use of telecommunications systems to others; and 6) providing work leadership to technicians.

Ability to: 1) install, test, and troubleshoot digital and analog telecommunications equipment; 2) work with, provide assistance and training to non-technical staff; 4) communicate clearly and effectively, orally and in writing; and 5) work independently, as a member of a team, and as a project leader.

*Developed primarily after employment in this job class.

Minimum Qualifications:

The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Specialist I

Page 3

11. Bachelor's degree in telecommunications, information management systems or related field; or,
12. An equivalent combination of education and experience. An Associate's degree plus two years telecommunications support can be substituted for the Bachelor's degree.
13. Valid driver's 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.