

## The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Specialist II  
Series: Information Technology

Grade: H  
Date: 5/18/99

Code: 2272  
FLSA: Exempt

### Class Definition

This is professional telecommunications work at the experienced level. The employee, under direction, manages a large departmental network of telecommunications systems and services. The work includes: planning and coordinating unit support activities; analyzing telecommunications needs; developing long-range telecommunications plans; determining feasibility and appropriateness of upgrades and telecommunications configurations; defining, analyzing, designing, developing, and implementing telecommunications systems; planning, reviewing, and evaluating work of telecommunications technicians and others; recommending and monitoring expenditures; overseeing the installation, testing, debugging, and maintenance of telecommunications hardware/software and equipment; establishing unit standards and procedures; monitoring and documenting system operation and performance; providing end-user support; and training users. An IT telecommunications Specialist II manages large, complex communications systems.

### Essential Job Functions:

1. Plans and coordinates support, installation, renovation, and repair of telecommunications systems for a large department or several departments.
2. Plans, designs, and recommends long-range innovative technology plans for the department; works with supervisors, managers and other staff to identify and provide technical guidance for present and future objectives.
3. Analyzes major systems; identifies 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.
4. Monitors expenditures in accordance with approved budget for the unit.
5. Develops, implements, and monitors effectiveness of operational standards and procedures for the unit including provisions for management of telephone system database backups and disaster recovery plans.
6. Works with staff, vendors, and others to introduce or improve cost-effective technology.
7. Oversees telecommunications support activities including quality and timeliness of responses to users, diagnosis and repair of hardware, software, and equipment.
8. Installs software; programs databases for system operation and management; establishes, modifies and maintains information databases for tracking and analyzing system resources and 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.
9. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.
10. 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

## The Maryland-National Capital Park and Planning Commission

Title: IT Telecommunications Specialist II  
Series: Information Technology  
appropriate.

Grade: H  
Date: 5/18/99

Code: 2272  
FLSA: Exempt

### Essential Job Functions (continued)

11. 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. Extensive 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) database programming for telecommunications support; 5) Commission policies and procedures.\*
- B. Skill in: 1) word processing, graphics, communications, database management systems and integration of data between diverse systems; 2) reading, interpreting, and applying technical instructions and diagrams; 3) explaining use of telecommunications systems to others; and 4) providing leadership to subordinates and others concerning telecommunications issues and problems.
- C. Ability to: 1) plan, coordinate, and evaluate work of others; 2) conceive long-term telecommunications plans; 3) design complex telecommunications systems; 4) communicate clearly and effectively, orally and in writing.

\*Developed primarily after employment in this job class.

### Minimum Qualifications:

- 1. Bachelor's degree in telecommunications, information management systems, or related field; and
- 2. Two years of related work experience; or, an equivalent combination of education and experience. An Associate's degree plus two years telecommunications support can be substituted for the Bachelor's degree.
- 3. 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.

HRSR 5/99