The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Technician   GRADE: 16   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1315   EEO: Para-Professional   FLSA: Non-Exempt

Class Definition:

Under general supervision, performs technical support and handles customer service issues; diagnoses problems, troubleshoots computer issues and repairs technical equipment, runs reports and maintains database integrity. Installs, maintains and monitors the operation of analog and digital telecommunications systems (including inside/outside wiring and cables). Conducts computer diagnostics using standard testing equipment and procedures to investigate and resolve problems or to provide technical assistance and support. Adheres to Commission policies related to information technology and network applications, hardware, software and testing techniques. Some work may be confidential or sensitive. The work contributes to the accuracy, adequacy, timeliness and other facets of information technology support of the unit or work program of assignment. Applies knowledge of computer operations, IT infrastructure, technical requirements and standards to troubleshoot desktop and equipment issues, telecommunication systems, equipment, software and voice services and features. Performs various types of data analyses and makes the full range of information technology support calculations. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Assignments are made in terms of requirements and anticipated problems. The incumbent plans and carries out the work in conformance with established policies and procedures and accepted methods and practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guideline(s), and brings uncommon problems to the supervisor's attention for guidance or resolution. The work is expected to be accurate and is subject to check for conformance with guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Responds to customer inquiries and service requests; such as hardware/software malfunctions, difficulty logging on to network. Handles customer service issues that have been escalated; explains network operating and security procedures.

2. Diagnoses and resolves users' problems using standard testing equipment, procedures and software utilities. Troubleshoots and repairs voice/data cable-wiring issues; installs new voice/data station cable-wiring; and performs and/or coordinates the installation and/or repair of outside cable plant and fiber optics.

3. Performs equipment repairs and tests cable connections; configures network interface cards and components. Coordinates repair of dial tone issues with vendors or local service providers. Serves as liaison with vendors regarding access to sites, confirmation of repairs, reporting voice/data circuit outages, line problems, and/or installation of new service.

4. Provides support and knowledge of telecommunication systems, equipment, software, and services. Perform moves, adds and changes related to phone services and features on a Voice over Internet Protocol (VoIP) network.

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5. Maintains database integrity by optimizing data and auditing data entry by field staff. Enters data into spreadsheets, and produces reports.

6. Runs daily cleaning reports; escalates findings as needed.

7. Checks for, and with assistance, updates work priorities through a ticketing system or with their supervisor and communicates progress or delays to identified service level agreements.

8. Maintains records of data communication transactions, problems, actions taken and installation activities.

9. Maintains inventory of computer supplies, printers and telecommunications equipment. Orders materials and supplies required for field repair operation.

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.

11. Communicates and interacts with business contacts. Establishes and maintains or enhances working relationships, including teamwork, with internal and external contacts.

12. Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software to communicate (email), word processing, manipulate data, conduct research (Internet), report, and perform other functions.

Important Worker Characteristics:

A. (1) Knowledge of, and skill in using:
 - Computer operations*;
 - IT infrastructure, technical requirements and standards to troubleshoot desktop and equipment issues*;
 - Telecommunication services and systems, equipment, software, and voice services and features;
 - Use of basic testing equipment*;
 - M-NCPPC policies related to information technology*;
 - Safety practices when working with electronic equipment*; and
 - Network applications, hardware and software*;
 (2) Knowledge of Commission organization, policies and procedures*.

   * *Typically acquired or fully developed primarily <u>after</u> employment in this job class.*

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B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include identifying and resolving problems associated with computer and network hardware/software malfunctions; resolving customer service issues.

C. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skill in actively listening to understand wants, needs and concerns of customers. Examples include reading, interpreting, and applying technical instructions and diagrams; explaining use of computer hardware and software to others.

D. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.

E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. High school diploma or Certificate of General Educational Development (GED).

2. One (1) year of experience with information technology or telecommunications support functions.

3. An equivalent combination of education and experience may be substituted, which together total 1 year.

4. Pass Commission medical examination.

5. Depending upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

Working Conditions:

Work is performed in an office setting and remote sites. Work involves walking, standing, bending, crouching, and may need to carry equipment and supplies up to 49 pounds. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work.