



Career Service Authority

Page 1 of 4

Information Technology Communications Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance technical Information Technology (IT) communications infrastructure support.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the IT Technician I and II and Staff IT System Administrator by specific work related to IT communications. This class is distinguished from IT Technician Supervisor that performs supervisory work. This class is also distinguished by the following factors:

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Plans and configures portions of the Information Technology communications infrastructure design and coordinates with the vendor for installation.

Responds to help desk escalations regarding communication infrastructure in person, remotely, or via phone, diagnoses complex problems, and resolves or refers to the appropriate Information Technology resource.

Maintains electronic and communication systems associated with the delivery of voice, data and video over a system infrastructure.

Performs limited communications server administration such as establishing user and voicemail accounts, setting passwords, backups and assigning access levels.

Confers with user agencies to determine and document future communications requirements.

By position, maintains inventory of communications infrastructure.

Oversees and provides instruction regarding Information Technology communications issues to lower classified Information Technology staff.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, knowledges and skills:

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technology Application - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Self-Management - Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing positions in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Knowledge of information technology sufficient to be able to perform maintenance, repair and installation of communications systems.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Subject to varying and unpredictable situations.

Subject to many interruptions.

Education Requirement:

Graduation from High School or possession of a GED and one year of appropriate technical training in telecommunications or Information Technology.

Experience Requirement:

Three years experience performing Information Technology communications maintenance, repair and installation.

Education/Experience Equivalency:

Additional appropriate Information Technology experience may substitute for the technical training requirement.

Additional appropriate technical training may substitute for one year of the experience requirement.

Licensure and/or Certification:

By position, appropriate Information Technology Certification required.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 03/01/03

ESTABLISHED BY: Linda Wasserman, Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY The Telecommunications Technician class was considered in development of this class specification as part of a maintenance study of non-exempt Information Technology classes.