



Office of Human Resources
IT Communications Technician II - CI3040
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General Statement of Duties

Performs full performance, specialized, and complex technical Information Technology (IT) communications infrastructure support and functions as team leader.

Distinguishing Characteristics

This class is distinguished from the IT Communications Technician I, who performs full performance technical Information Technology (IT) communications infrastructure support. It is also distinguished from the IT Technician series and IT System Administrator series by the specific work related to IT communications.

Essential Duties

Designs, plans, constructs, and configures portions of the Information Technology communications infrastructure design and coordinates with the vendor for installation.

Provides technical guidance for customer inquiries and help desk escalations on complex issues regarding communication infrastructure, diagnoses and troubleshoots complex problems, and resolves or refers to the appropriate Information Technology resource.

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

Assists with the design and implementation of infrastructure and server administration such as establishing user and voicemail accounts, setting passwords, backups and assigning access levels. Provides technical guidance to engineering teams for implementation standards.

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

Provides design information and project plans based on organizational standards through use of a site survey. Produces potential costs associated with jobs in the form of an estimate when requested.

By position, functions as team lead over projects.

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

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

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

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of full performance experience performing Information Technology communications maintenance, repair and installation.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires telecommunications certifications.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.
Subject to pressure for multiple calls, inquires, and interruptions.
Potential exposure to dust.
Works in confined, uncomfortable or awkward locations.
Subject to long, irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Climbing: Ascending or descending an object or ladder.

Crawling: Moving about in a low or crouched position.

Crouching: Positioning body downward and forward.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

License Check

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-20

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/30/2023

Revised By: AM

Class History: 7/30/2023 – Revised licensure & certification and background checks.