



CLASS SPECIFICATION

Class Title: Telecommunications Specialist
Department: Information Systems
FLSA: Exempt

Class Code: 3379
Grade: 22
Eff. Date: 10/20/2021

GENERAL PURPOSE

Under general guidance and supervision of the Information Systems Director, this position is responsible for designing, purchasing, implementing, and maintaining the County's telephone and video communication systems.

EXAMPLE OF DUTIES

Evaluates the County's telecommunication needs, develops and maintains a tailored communication network to achieve the desired functionality.

Coordinates network installations during times when traffic is low to avoid interference with County operations.

Verifies proper operation of systems through regular beta testing, reprogramming procedures, and system updates. Activates controls related to remote access systems and verifies user adaptability.

Regularly evaluates systems' signal strength and performance level to identify areas where improvement is needed.

Responds to user feedback and provides exceptional customer service.

Troubleshoots problems related to programming and networking and recommends solutions. Contributes to team initiatives and encourages other team members to be active in troubleshooting and problem solving.

Stays up-to-date with industry innovations and resources by consulting technical publications and best practices.

Works with Data network managers to ensure telecommunication network requirements are met.

Performs day-to-day management and administration of Avaya PBX telephone systems. Installs and programs Avaya telephone switches, voice terminals and related voice-mail systems

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

Graduation from an accredited college or university with a Bachelor's Degree in Telecommunications Engineering, Computer Network Architecture, Electronics or related field, plus three (3) years of telecommunication and computer network experience. An acceptable combination of related education and experience may be considered.

Preference for experience with Avaya IP Systems, including installation, maintenance, repair and testing of these systems.

2. Other Requirements:

Must pass a criminal history background investigation as required by the position.

Must possess a valid driver license; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills, and Abilities:

Knowledge of: networking and telecommunication equipment, design, structure and function; wiring, data cables, and circuitry; modern office procedures, methods and equipment, including computers.

Skill in: operation of specialized testing equipment associated with telephone systems; mechanical practices; reading writing, and basic math.

This position requires the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure a motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: provide thorough, complete, and concise technical documentation, think critically and determine viable solutions to problems, communicate effectively (orally and in writing); follow written and oral instructions; interact professionally; establish and maintain effective working relationships with supervisors, other employees, clients, and the general public; exercise sound independent judgment; make quick decisions under pressure, work with minimal supervision; prepare clear, concise and accurate reports; work extended hours and/or a flexible schedule.

WORKING CONDITIONS

Moderate physical effort. Working conditions in an office environment. Intermittent sitting, standing and walking. Perform body motions that include bending, stooping, kneeling, crouching, and crawling; work in small, cramped, and confined areas; lift, carry and move objects weighing up to 50 lbs.



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The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***

Approval Information

Date:	10/20/2021
Department Approval:	Mark Langston
HR Generalist Approval:	Mindy Adams
Classification Approval:	Marina Brito