



Code: 0626

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: TELECOMMUNICATIONS SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, maintains client server connectivity, and performs related duties as required

ESSENTIAL DUTIES

- Performs minor programming changes to Centrex phone sets
- Troubleshoots minor problems with Centrex phone lines or voice mail boxes
- Creates work orders for new lines of service, disconnections or relocations of existing lines of service
- Maintains inventory in city-wide Telecom Inventory Database
- Resets equipment to reconnect users after power and network outages
- Makes general repairs on hardware
- Installs and maintains systems (e.g., teleprocessing, backup) and personal computers (e.g., loading software, drives, Internet cards)
- Configures personal computers to operate on a network
- Sets up Internet, City Intranet, and E-mail accounts
- Tracks operating problems and prepares reports of problem areas and action taken
- Recommends systems modifications (e.g., software updates, patches)
- Prepares technical reports on systems status for management
- Responds to troubleshooting requests from the help desk to assist users with software and hardware problems (e.g., routers, modems, switches, multiplexes, related teleprocessing equipment)

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with an Associate's Degree in Computer Science or a directly related field; **or** 60 credit hours in Electronics Technology; **or** certification as a network equipment technician by CISCO, BAY, or other comparable certifying corporations; **or** two years of experience installing, configuring, and maintaining teleprocessing equipment, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- LAN/WAN communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 50 pounds) is required
- Ability to stand and walk for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs
- Ability to move one's hands and arms to grasp or manipulate objects

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- operation and installation of hardware and peripheral equipment
- applicable computer software packages
- practices, and procedures for analyzing and resolving computer-related problems
- network and network operating systems
- computer operating systems
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- systems communications protocols
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- Internet protocol addressing schemes

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- EQUIPMENT MAINTENANCE - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed
- EQUIPMENT SELECTION - Determine the kind of tools and equipment needed to do a job
- INSTALLATION - Install equipment, machines, wiring, or programs to meet specifications

- TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs
- TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
 - SPEAK - Communicate information and ideas in speaking so others will understand
 - COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
 - WRITE - Communicate information and ideas in writing so others will understand
 - REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
 - ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2015