



Code: 0627
Family: Information Technology
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: SENIOR TELECOMMUNICATIONS SPECIALIST

CHARACTERISTICS OF THE CLASS

Under general supervision, at the fully functional level, maintains client server connectivity working with integrated operating systems, and performs related duties as required

ESSENTIAL DUTIES

- Oversees and participates in Telecom projects of small-medium scale
- Installs, monitors, and maintains multiple types of teleprocessing systems, equipment, and networks (e.g., voice services, phone equipment, personal computers, Internet, City Intranet, E-mail accounts, computer and telephone lines, voicemail, auto-attendants, wireless devices, fax servers)
- Troubleshoots system problems (e.g., software, data recovery, repairs to routers, modems, switches, multiplexes, and related teleprocessing and telephone equipment) at various locations due to network outages or system failures
- Develops interoperable systems, ensuring network connectivity and communication between systems
- Performs complex programming changes to Centrex and Voice over IP (VoIP) phone sets
- Adds and removes voice mail boxes, and resets passwords in Enterprise Voice Mail System
- Resets equipment to reconnect users after power and network outages
- Makes repairs on hardware, as required
- Recovers data lost on workstations due to system failures
- Sets up Internet, Intranet, and E-mail accounts
- Configures equipment (e.g., personal computers, network devices) to operate on a network
- Tracks operating problems (e.g., monitoring help desk, maintaining records)
- Recommends systems modifications (e.g., hardware upgrades, software updates, patches, design reconfiguration)
- Prepares various reports on systems status for management (e.g., cost and time quotes, monthly usage, budgets, bill analysis, problem areas, actions taken)
- Assists in training users, Telecommunications Specialists, and other IT technical support staff and reviews the work of staff
- Creates work orders for new lines of service, disconnections or relocations of existing lines of service
- Maintains inventory in city-wide Telecom Inventory Database
- May monitor staff responding to troubleshooting requests from the help desk to assist users with hardware or software problems
- Installs and sets up personal computers including loading software, drives, and Internet cards, as needed

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, plus two years of experience installing, configuring, and maintaining teleprocessing equipment; **or** certification as a network equipment technician by CISCO, BAY, or other comparable certifying corporations, plus two years of experience installing, configuring, and maintaining teleprocessing equipment; **or** four 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

Moderate knowledge of:

- *operation and installation of hardware and peripheral equipment
- applicable computer software packages
- * practices, and procedures for analyzing and resolving computer-related problems
- IT systems development practices, standards, and procedures
- 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

Some knowledge of:

- design, modification, and integration of voice, data, and video communications operations
- telephone communication trends and technology
- wireless devices and wireless technologies

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

Other knowledge as required for successful performance in the Telecommunications Specialist class

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
- OPERATION AND CONTROL - Control operations of equipment or systems
- *TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Other skills as required for successful performance in the Telecommunications Specialist class

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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Telecommunications Specialist class

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.

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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