



CLASS SPECIFICATION

Class Code: 2314
Date Est: 11/1986
Last Rev: 10/2013
Last Title Chg:
FLSA: non-exempt
Probation: 6 months

TELEPHONE TECHNICIAN

DEFINITION

Under general supervision, receives, assesses and responds to requests from county departments for telecommunications service and/or repair; performs a variety of technical work associated with the implementation, modification, administration and repair of the county's telephone systems voice mail systems, electronic key systems and related equipment; researches and obtains equipment necessary to meet county requirements; maintains and administers county VOIP, voice mail, and 911 call center systems; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of experience involving the implementation, maintenance, administration and repair of telephone systems; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

Possession of a valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

N/A

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Implement, modify and maintain telephone systems including VOIP, electronic key and voice mail systems.

Administer VOIP servers, electronic key systems, and voice mail servers; manage telephony costs and billing allocations.

Assess requests for voice mail service and for new or modified VOIP phone feature; program mailboxes and phone features including call routing, voice attendants, parking lots, and ring groups.

Assess requests for new or modified voice and data cable infrastructure, assist with scheduling network engineers and/or outside contractors to complete any required wiring and equipment installations.

Receive, assess and respond to requests for telecommunications service; analyze and respond to requests for adds, changes, or removal of telecommunications services including changing and implementing features, call routing, restrictions, etc.; Audit and review telecommunications services; recommend changes and work with others to implement required changes.

Work as central point of contact for service requests related to contracted telecommunications services; contact vendor support regarding service failures and monitor progress on repairs.

Assist county departments by suggesting improvements to existing systems.

Instruct users on the correct use of telecommunications equipment and services.

Provide system administration and support for 911 Call Center operations including support of Master Street Address Guide (MSAG) functions and Emergency Service Network (ESN) routing.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department/division policies and procedures.

Computer software specific to the department/division.

Washoe County's telephone and voice mail systems.

Thorough understanding of digital and analog telephone switching systems, voice mail systems, and related software.

Sources for ordering and supporting telecommunications services.

Ability to:

Administer, and troubleshoot complex telephone systems, and voice mail servers.

Interview users to elicit usable information.

Analyze, troubleshoot, and resolve a variety of telephone communication problems.

Plan and organize work and work independently with little supervision.

Assess user service needs and recommend or implement solutions.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

A wide variety of telephone communications systems ranging from single line to complex computerized systems.

Work safety methods and techniques.

Ability to:

Operate a variety of equipment utilized in telephone system work assignments.

Analyze problems and develop solutions.

Organize and prioritize work.

Interpret and apply regulations, policies, and procedures.

Communicate effectively both orally and in writing.

Maintain effective working relationships with division staff and representatives of other departments.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 70 lbs. Ability to use telephone system testing and repair equipment and tools. Ability to use office equipment including computers, copiers, telephone, and FAX. Ability to work under conditions involving exposure to electrical energy, noise, dust, grease, and chemicals. Work is performed outside, in an office, and in a variety of county buildings and facilities.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.