

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INFORMATION TECHNOLOGY/COMMUNICATIONS SYSTEMS SPECIALIST I

POSITION CODE: 21216

Effective: 12-16-2004

DISTINGUISHING FEATURES OF WORK:

Under general direction, as a staff specialist, performs routine and moderately complex (as determined by management) Tier 1 technical functions relating to communications system design, analysis, provisioning and trouble mitigation management of customer premises data, voice, wireless, Information Technology (IT) desktop or IT local area network (LAN) communications networks; plans, designs, evaluates, provisions, performs trouble mitigation and recommends improvement of routine and moderately complex customer premises communications networks for more efficient and economical use of systems to Tier 2 and/or management; assists and advises agencies, universities, elected state officers, and other customers in the uses of routine and moderately complex customer premises communications systems; provides technical assistance, guidance, and advice in areas of specialty to project teams; acts as technical consultant to customers in the provisioning, retention, installation, trouble mitigation and uses of routine and moderately complex customer premises voice, data, wireless, IT desktop or IT LAN communications equipment and services. In addition, performs Tier 1 network mitigation as outlined within agency methods and procedures documentation.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, designs, recommends, and coordinates the installation of, or alteration to, routine and moderately complex wireless, voice, data, IT desktop or IT LAN communications equipment and services located within the customer premises; recommends direction in area of specialties to Tier 1 project team; coordinates and approves the various wireless, voice, data, IT desktop or IT LAN routine and moderately complex communications networks located within the customer premises in the state; advises and submits for managerial approval the purchase of routine and moderately complex communications equipment, services, parts and related supplies located within the customer premises.
2. Conducts and coordinates feasibility studies and projects involving the design and management of routine and moderately complex communications systems located within the customer premises; prepares highly technical and specialized reports relating to current and projected routine and moderately complex customer premises communications programs and needs; performs research projects in routine and moderately complex customer premises communications traffic characteristics and tariff rates; determines the feasibility of state-owned versus leased routine and moderately complex communications equipment, systems, and services located within the customer premises.

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3. Acts as technical consultant to all state agencies and other customers in the management and use of routine and moderately complex communications systems and services located within the customer premises.
4. Assists in the designs and trouble mitigation management of voice, wireless, data, IT desktop or IT LAN routine and moderately complex communications systems located within the customer premises; escalates unresolved problems to Tier 2 as outlined in agency methods and procedures; evaluates and recommends improvements in routine and moderately complex customer premises communications networks to Tier 2 Engineering and/or management.
5. Confers with the various data, voice, wireless, IT desktop or IT LAN routine and moderately complex customer premises communications vendors and Tier 2 Engineers and management; attends data, voice, wireless, IT desktop or IT LAN routine and moderately complex customer premises communications seminars and conferences.
6. Tracks vendor performance for completion of orders and repairs, verifies invoicing and enters billed charges in the billing/inventory system. Provides supporting documentation, manages vendor contracts and tracks service liabilities where applicable.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of two years of college with major coursework in electronic engineering, radio/television, telecommunications or data processing.

Requires two years of professional experience in communications systems designs, or one year of experience as a Telecommunications Specialist.

Knowledges, Skills and Abilities

Requires extensive knowledge in electronic communications media to include either telecommunications, data processing communications or radio communications systems.

Requires ability to plan routine and moderately complex customer premises communications systems.

Requires ability to comprehend and conceptualize an agency's communication requirements.

Requires ability to prepare and present complex technical data to officials and system users who are not trained in communications technology.

Requires ability to evaluate and select the more efficient communications equipment from that offered by various vendors.