

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INFORMATION TECHNOLOGY/COMMUNICATIONS SYSTEMS SPECIALIST II

POSITION CODE: 21217

Effective: 12-16-2004

DISTINGUISHING FEATURES OF WORK:

Under general direction, as a staff specialist, performs highly 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 communications, IT desktop, and IT LAN networks located within the customer premises 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 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 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, wireless, voice, data, IT desktop or IT LAN communications equipment and services located within the customer premises; sets direction in area of specialties to Tier 1 project team; coordinates and approves the various wireless, voice, data, IT desktop or IT LAN communications networks located within the customer premises in the state; advises and submits for managerial approval the purchase of 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 communications systems located within the customer premises; prepares highly technical and specialized reports relating to current and projected customer premises communications programs and needs; performs research projects in customer premises communications traffic characteristics and tariff rates; determines the feasibility of state-owned versus leased 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 communications systems and services located within the customer premises.
4. Assists in the design and trouble mitigation management of voice, wireless, data, IT desktop or IT LAN 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 customer premises communications networks to Tier 2 Engineering and/or management.
5. Confers with the various data, voice, wireless, IT desktop or IT LAN customer premises communications vendors and Tier 2 Engineers and management; attends data, voice, wireless, IT desktop or IT LAN 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 all IT/CSS I functions as required.
8. 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 four years of college with major coursework in electronic engineering, radio/television, telecommunications or data processing.

Requires four years of professional experience in communications systems designs.

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 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.