

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

TELECOMMUNICATIONS SYSTEMS ANALYST

POSITION CODE: 45308  
Effective: 2-2-84

DISTINGUISHING FEATURES OF WORK:

Under general supervision, independently performs complex technical duties in the analysis of state agencies requiring voice, radio, and telecommunication transmission systems and services; performs application designs for major communication equipment relocation and new installments, coordinates or provides necessary reports and requisitions for equipment, ensures timely and complete installations; serves as project leader for studies requiring the services of lower level technicians to meet timeframes.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Independently meets with state agency telecommunications coordinators and/or various agency, university, commission and elected officials to assess their communications needs for major relocations and other related equipment and systems needs; identifies communication problems and needs, explains various equipment and systems available for their application, and collects vital information necessary to evaluate their system's needs.
2. Reviews and analyzes existing telecommunication systems for compatibility of services and productivity, prepares technical reports on communication equipment services, usage, expenditures and trends; recommends modifications and refinements in systems and services.
3. Coordinates necessary procurement and installation of required equipment, provides technical information and assistance in completing service requests; monitors installation activities for large projects to ensure timely and complete services by vendors.
4. Assist communications specialist and engineers in their evaluation and installation activities related to large switching vehicles by developing bid information and evaluating calling habits and patterns and other related inquiries already encompassed at this level.

## TELECOMMUNICATIONS SYSTEMS ANALYST (Continued)

5. 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, preferably with coursework in communications, data processing or related disciplines.

Requires one year technical experience in the field of telecommunications.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of information gathering techniques.

Requires working knowledge of current trends, new service offerings, and technical improvements in telecommunication equipment and services.

Requires working knowledge of telecommunication equipment, systems, and services.

Requires working knowledge of computerized telephone switchboards as it applies to system applications.

Requires ability to communicate ideas effectively.

Requires ability to communicate with user agency personnel vendor and common carrier representatives for satisfactory disposition of complex telecommunications applications and required services.

Requires ability to review telephone requests for accuracy and completeness and to ensure department's standards and services are followed.

Requires ability to provide and implement economical and effective manageable resolutions to problems presented to avoid unnecessary expenditures and obsolete, and incompatible equipment and systems.

Requires ability to compare differences and limitations of various telecommunications service offerings by various vendors and common carriers and to explain such services to user agency representatives.

Requires ability to establish and maintain harmonious working relationships with fellow employees, agency telecommunications coordinators, and outside vendors.