

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATIONS SYSTEMS TECHNICIAN I

POSITION CODE: 45312
Effective: 2-2-84

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, performs routine technical duties in the coordination and installation of voice, radio, and/or data transmission systems and services; provides equipment rental and purchase quotes to user agency coordinators, and processes the more routine and straightforward requests such as a phone removal or installation for various communication equipment ensuring departmental standards and policies are followed.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives Telephone Service Requests (TSR) forms from user agency telecommunications coordinators; screens forms for various required services and forwards complex and new system installations to appropriate higher level employees for their review and disposition.
2. Reviews TSR forms normally involved rental equipment such as feature changes in telephones; checks for accuracy and requests comply with the guidelines of the Department of Central Management Services standards; ensure coded information is with the Uniform Service Order Code; contacts user agency coordinators to clarify errors or incomplete information or rewrites requests as necessary; sends completed form to proper agents for action and files in-house copy.
3. Assist higher levels in their coordination efforts; performs telephone contact to agencies, common carrier companies, and/or vendors to gather information on missed due dates, wrong programming features and equipment installations for the resolution of such problems, resolves simple problem or forwards requested information to proper agent; provides equipment rental and purchase quotes to user agency telecommunication representatives.
4. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

TELECOMMUNICATIONS SYSTEMS TECHNICIAN I (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires one year experience in telephone service coordination, telephone reconditioning, sales, installation, and minor telephone repair or successful completion of an agency approved training program.

Knowledges, Skills and Abilities

Requires working knowledge of various voice, radio, and/or data transmission equipment and services.

Requires ability to follow oral and written instructions.

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

Requires ability to acquire and maintain information on rental and equipment purchases.

Requires ability to review telephone service requests for accuracy and completeness to ensure departmental standards and policies are followed.

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