

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATIONS SYSTEMS TECHNICIAN II

POSITION CODE: 45313

Effective: 2-2-84

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs complex technical duties in the coordination and installation of voice, radio, and data transmission systems and services; performs application designs for minor equipment relocations and installations such as a moderately complex office move from one part of a building to another part of the same building; ensures timely and complete installation services, training agency personnel in the use of new equipment.

The work assigned at this level will require the technician to interact, outside the office setting, with telecommunications coordinators (with little or no knowledge of telecommunications) to explain the various telecommunications equipment and services for required applications, assist agency coordinators in completing requests for required services while insuring requests remain within the guidelines of departmental standards and policies.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Assist analyst(s) in various systems applications in service coordination in order to meet timeframes, attends meetings with analyst to gather information essential to coordinate required telecommunication needs and may be assigned to obtain additional data on equipment needs, equipment usage, expenditures and trends, and forwards results to analyst for his/her evaluation.
2. Performs application designs from minor system applications such as small office moves from one floor of a building to another floor; reviews existing systems capability in productivity, recommends improvements and provides necessary coordination to ensure required services are completed in a timely manner.
3. Assist higher levels in maintaining accurate inventory records on failing communication equipment and facilities, performs on-site visits to gather pertinent operational information from users; inspects equipment for current condition, and/or possible abuse to determine where problems may have occurred and reports findings to proper agent.

TELECOMMUNICATIONS SYSTEMS TECHNICIAN II (Continued)

4. 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 high school.

Requires three years experience in activities involving telecommunication equipment installations, sales, telephone reconditioning and minor telephone repairs; or requires two years experience as a telecommunications systems technician and successful completion of an agency approved training program, or an equivalent combination of training and experience.

Knowledges, Skills and Abilities

Requires working knowledge of various voice, radio, and/or data transmission equipment and services as they apply to moderately complex system applications.

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 moderately complex telecommunications applications and required services.

Requires ability to review telecommunications request and recommend improvements in current systems to minimize cost and unnecessary services.

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

Requires ability to develop a working knowledge of current trends and new service offerings to provide better information and service in responding to related inquiries.

Requires ability to develop complete and accurate information gathering techniques in assisting higher level analyst in their system evaluation.

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