

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

TELECOMMUNICATIONS SYSTEMS TECHNICIAN TRAINEE

POSITION CODE: 45314

Effective: 2-2-84

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, for a period of from six to twelve months, participates in an agency sponsored training program, attends formal training classes and receives on-the-job instructions in voice, radio and/or data transmission systems and services, performs duties at a training level with emphasis being placed on gaining knowledge and developing skills. All work is closely monitored and checked for quality and accuracy.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Participates in a formal training program to give familiarity and knowledge of communication in voice, radio and/or data transmissions systems and services.
2. Assists professional/technical staff in studies and learns to apply fundamentals gained through the formal training program; receives controlled work assignments in voice, radio and/or data telecommunication to develop an achievement level in both quality and quantity such as reading floor plans and performing simple inventories of equipment.
3. Participates in agency-conducted training seminars and training programs that are provided by various communications professional associations; attends vendor sponsored seminars in order to gain first-hand knowledge of various telephone, pagers, and related peripheral equipment.
4. Receives training in interviewing techniques; e.g., progressive questioning, cross check inquiries - interacting as utilized in the telecommunication program.
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 high school.

Knowledges, Skills and Abilities

Requires ability to understand and follow oral and written instructions.

Requires ability to participate and maintain harmonious working relationships with other employees and agency representatives.