

POSITION DESCRIPTION

Title: Communications Technician II

Department: Communications & Information Systems

Job Analysis: 05/2001, 12/ 2006, 01/ 2011, 07/2024

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Communications Systems Manager, Information Systems Manager, Assistant CIS Director, or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Non-Exempt (311)

Job Summary

This individual provides on-site support and installation for the County's desktop computer systems, cellular phones, premise wiring, and basic networking equipment, as well as other tasks as required. They also assist with basic maintenance and troubleshooting.

Job Domains

A. Premise Cabling & Wiring Installation and Maintenance

1. Pull and terminate voice, video, & data cables.
2. Understand & terminate patch panels.
3. Tone out cables.
4. Make & test patch cables
5. Ability to climb ladders and work in elevated environments.
6. Terminate, test, & certify Category 6 data cables.
7. Other duties as assigned.

B. Systems/Equipment Installation and Maintenance

1. Advanced installation, setup, and maintenance of Desktop Computer Systems.
2. Advanced installation, setup, and maintenance of Computer Peripheral Equipment.
3. Installation, programming and maintenance of cellular phones.
4. Installation and maintenance of security cameras.
5. Understand & use all test equipment required to complete tasks.
6. Create documentation and train users on new or commonly used hardware and software.
7. Other duties as assigned.

C. Administrative & Record Keeping.

1. Keep work order status & work order time entry up to date.
2. Keep assigned parts inventory up to date and accounted for.
3. Follow industry and departmental standards for labeling and documenting cables, equipment, etc.

Knowledge, Skills, and Abilities

1. Thorough knowledge of diagnostic and troubleshooting skills.
2. Strong Customer service skills.
3. Strong problem solving and critical thinking skills.
4. Thorough knowledge of premise wiring and fiber for voice and data communications.
5. Some knowledge of TCP/IP.
6. Thorough knowledge of desktop computer systems and computer peripheral equipment.
7. The ability to stay up to date with the latest advancements in hardware and software.
8. Thorough knowledge of computer operating systems and computer networks.
9. Some knowledge of computer networks.
10. Ability to plan and organize work in order to set priorities and meet deadlines.
11. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
12. Ability to communicate effectively, both orally and in writing.
13. Ability to establish and maintain effective working relationships with department heads and other employees.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.

Minimum Qualifications

1. Should possess an associate's degree or Technical Certificate from a recognized college, university, or technical school in Communications, Electronics, Computer Science,

Information Technology, or a closely related field. Or combination of education and experience equivalent to these requirements.

2. Should have a minimum of one (1) years' experience as a Communications Technician I or a similar role
3. Should possess A+ Certification or have the ability to acquire before the end of probation.