



## **POSITION DESCRIPTION**

Title: Telephony Technician

Department: Communications & Information Systems

Job Analysis: August 2020

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: Telcom and System Services 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 (L)

### **Job Summary**

This individual will assist with PBX and VOIP system installations, service, maintenance, repair and programming. Will also perform modifications, moves, adds, changes, troubleshooting, and installation of multi-line TDM/IP based telephone services which include fiber and copper-based systems. This individual has no direct subordinates but could supervise other Technicians on a project basis.

### **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. Build telephone main frames.
6. Know & use telephone color code standards.
7. Terminate 100 pair and larger telephone cables.

8. Terminate, test, & certify Category 6 data cables.
9. Terminate, test, & certify Fiber Optics.
10. Cross connect voice cables.

#### B. Systems/Equipment Installation and Maintenance

1. Basic telephone set installation and maintenance.
2. Installation, programming and maintenance of cellular phones.
3. Installation and maintenance of mobile communications devices
4. Installation, programming, and maintenance of DSU/CSU units.
5. Basic installation, programming, and maintenance of hubs, routers, and switches.
6. Basic-level PBX/VOIP trouble shooting and maintenance.
7. Understand & use all test equipment required to complete tasks.
8. Conduct and/or coordinate user training classes as required.

#### 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.

#### D. Areas of Specialization

1. Telephony Systems
  - a. Complete station level adds, moves, and changes.
  - b. Add DISA codes as required.
  - c. Setup and program Voice mail accounts.
  - d. Dial Plan & Route management and programming.
  - e. Maintain system backups and integrity.
  - f. Maintain inventory of systems.
  - g. Provide basic analysis and decisions on functions associated with software and hardware configuration of the system(s).
  - h. Configure and maintain call routing and call recording software.
2. Desktop Computer Systems
  - a. Test and implement upgrades to Desktop applications and operating systems.
  - b. Maintain network images of current desktop software.
  - c. Add computers to network domain.
  - d. Assign IP addresses to devices requiring static address.
  - e. Keep other technicians up to date on current levels of software being installed.
  - f. Provide basic analysis and decisions on functions associated with software and hardware configuration of the system(s).

### **Knowledge, Skills, and Abilities**

1. Good knowledge of Basic Ethernet.
2. Good knowledge of SIP/RTP/SDP and similar protocols.
3. Good understanding and ability to properly identify the sources Jitter/Packet Loss via tools like Wireshark.
4. Good knowledge of telecommunications equipment operations and maintenance and installation.
5. Good knowledge of PBX and IP telephony systems.
6. Good knowledge of premise wiring and fiber for video, voice and data communications.
7. Good knowledge of outside plant wiring and fiber for video, voice and data communications.
8. Good knowledge of desktop computer systems and computer peripheral equipment.
9. Good knowledge of computer operating systems and computer networks.
10. Good knowledge of TCP/IP.
11. Ability to plan and organize work in order to set priorities and meet deadlines.
12. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to establish and maintain effective working relationships with department heads and other employees.
15. Ability to work independently and make sound technical decisions using information at hand.
16. Ability to effectively function as a team player.

### **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 Requirements**

1. Possess an Associate Degree or Technical Certificate from a recognized college, university or technical school in Communications, Electronics, Information Technology or a closely related field; or combination of education and experience equivalent to these requirements.
2. Have a minimum of two (2) years' experience in a technical or telephony system environment.
3. Should possess A+ Certification or have the ability to acquire within 6-month probationary period.
4. Should possess Network+ Certification or have the ability to acquire within 6-month probationary period.
4. Training, certification, or equivalent experience in Siemens HiPath Systems, Siemens Expressions Voicemail Systems, Unify Session Border Controllers, and Unify Branch Servers considered a plus.
5. Training in call routing software and call recording software considered a plus.