

**TELECOMMUNICATIONS ASSOCIATE**

**Duties and Responsibilities**

This class of positions encompasses performance of other than engineering functions necessary to the delivery of voice (telephone) and/or data telecommunications service. Work includes analytical, technical, administrative, supervisory, and/or related voice and/or data telecommunications tasks necessary for the selection, procurement, installation, testing, operation, evaluation, modification, financial control, and/or usage control for voice and/or data telecommunications systems, equipment, and services. In a data network environment conducts or supervises troubleshooting, repair and ongoing maintenance of digital service units, channel service units, intelligent modems and multiplexers, protocol converters, mixing modules, etc. There are three Assignment Levels within this class of positions. All personnel perform related work and when necessary, perform the duties of lower titles and Assignment Levels.

**Assignment Level I**

Under supervision, with some latitude for the exercise of independent judgment and initiative, performs voice and/or data telecommunications assignments of moderate difficulty in the procurement, set-up, operation, and/or maintenance of voice and/or data telecommunications systems or serves as a voice and/or data telecommunications analyst, member of a project team, or project manager for voice and/or data telecommunications projects of moderate scope.

**In the areas of Voice Telecommunications:**

Assists in preinstallation planning, site preparation, system implementation and acceptance testing tasks. Oversees technicians or vendors performing such tasks as troubleshooting, installing, modifying, repairing and providing ongoing maintenance and monitoring of hardware. Solicits competitive bids from vendors for telephone systems. Prepares reports concerning plans and activities of an assigned project, research findings, cost/needs analyses, and vendor evaluations. Coordinates and oversees implementation of contract by vendor. Interviews systems users to determine needs and/or attitudes towards existing systems and services and future requirements. Makes recommendation on appropriate systems, equipment or services based on user needs, availability of equipment, agency standards, and budgetary considerations. Performs telephone communications analysis and research. Develops criteria for evaluation and evaluates Requests For Proposal (RFPs) from vendors on a technical and financial basis. Clarifies and negotiates contract related matters with vendors. Coordinates and oversees repairs and problem resolution by vendors. Processes and verifies bills, purchase orders and invoices. Takes and maintains telephone equipment inventories. May troubleshoot, modify, repair and provide ongoing maintenance and monitoring of hardware. In the temporary absence of the supervisor, may perform the duties of that positions.

**TELECOMMUNICATIONS ASSOCIATE (continued)**

**Assignment Level I (continued)**

**In the area of Data Telecommunications**

Assists in preinstallation planning. Sets up, resolves problems, repairs, upgrades, modifies and provides ongoing maintenance of hardware and/or software. Performs diagnostic tests and employs other troubleshooting tactics. Provides ongoing monitoring of systems. Solicits competitive bids for selected small data telecommunications systems. Prepares reports concerning the status of system problem resolution or repairs, chronic problems, and specifications of installations made. Coordinates and oversees repairs or system problem resolutions by a vendor or the telephone company. Undertakes interviews of major systems users to determine needs and/or attitudes towards existing systems, services and future requirements. Oversees service contract performance for small city-owned systems. Makes recommendations on appropriate hardware and/or software based on user needs availability of hardware/software, and/or budgetary considerations. Refers problems as appropriate. Takes and maintains telecommunications equipment inventories. In the temporary absence of the supervisor, may perform the duties of that position.

**Assignment Levels II**

Under general supervision, with latitude for the exercise of independent judgment and initiative: (1) supervises the activities of a functionally defined voice and/or data telecommunications unit; (2) is responsible for performing highly difficult and complex voice and/or data telecommunications operations; (3) serves as a technical resource person in the planning, selection and operation of highly complex voice and/or data telecommunications services; or (4) serves as senior member of a project team or task force. In addition to performing all of the duties of Assignments Level I at a supervisory and/or more difficult level, also performs the following:

**In the area of Voice Telecommunications:**

Performs the full range of the professional level telephone communications planning, analytical, research, operational, and/or administrative functions. Oversees complete acceptance testing and/or preventive maintenance for systems and services. Supervises telephone personnel. Prepares and delivers complex reports on a regular basis concerning overall plans, activities, performance levels, and budgetary compliance of a functionally defined telephone communications unit. Solicits competitive bids for selected telephone systems. Oversees the implementation of selected large contracts. Oversees service contract performance for large city-owned systems. In the temporary absence of the supervisor, may perform the duties of that position.

**TELECOMMUNICATIONS ASSOCIATE (continued)**

**Assignments Levels II (continued)**

**In the area of Data Telecommunications:**

Performs the full range of the professional level data telecommunications planning, analytical, research, operational, and/or administrative functions. Oversees complete acceptance testing and/or preventive maintenance for systems and services. Supervises subordinate staff. Supervises daily activities to ensure the reception of data from field sites to update the affected database(s). Prepares and delivers reports concerning overall plans, activities, performance levels, and budgetary compliance of a functionally defined complex data telecommunications unit. Oversees the implementation of large contracts. In the temporary absence of the supervisor, may perform the duties of that position.

**Assignment Level III**

Under general supervision, with latitude for the exercise of independent judgment and initiative: (1) supervises the activities of more than one functionally defined voice and/or data telecommunications units; (2) is responsible for performing highly difficult and complex voice and/or data telecommunications operations in a large-scale environment; (3) serves as a technical resource person in the selection and/or operation and planning of highly complex voice and/or data telecommunications services in a large scale environment; or (4) serves as project leader of a project team or task force. In addition to performing all of the duties of Assignment Level II at a more complex level, also performs the following:

**In the area of Voice Telecommunications**

Supervises more than one telephone communications unit in the set-up, troubleshooting, repair and ongoing maintenance of equipment and assists the network manager in identifying appropriate areas for vendor repair. Prepares and delivers complex reports on a regular basis concerning overall plans, activities, performance levels, and budgetary compliance of more than one functionally defined telephone communications units. Assists the telephone communications manager in the development of bid specifications and solicits competitive bids for very large telephone systems. Oversees the implementation of selected large contracts, monitors contract compliance and provides recommendations on contract renewals, assessment of liquidated damages, etc., to senior management. In the temporary absence of the supervisor, may perform the duties of that position.

**TELECOMMUNICATIONS ASSOCIATE (continued)**

**Assignment Level III (continued)**

**In the are of Data Telecommunications**

Supervises more than one data telecommunications unit in the set-up, troubleshooting, repair and ongoing maintenance of network hardware and assists the network manager in identifying appropriate areas for vendor repair. Assists the data telecommunications manager in the development of bid specifications and solicits competitive bids for very large data telecommunications systems. In the temporary absence of that supervisor, may perform the duties of that position.

**Qualifications Requirements**

**In the area of Voice Telecommunications**

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in voice telecommunications (telephone, radio, or microwave), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems, and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, or administrative duties in a voice telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or
2. An associate degree from an accredited college including or supplemented by 12 semesters credits in voice telecommunications (telephone, radio, or microwave), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems and two years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and three years of experience as described in "1" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must have at least one year of the experience as described in "1" above.

**In the area of Data Telecommunications:**

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in data telecommunications or in a pertinent scientific, technical, electronic or related area and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, or administrative duties in a data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or

**TELECOMMUNICATIONS ASSOCAITE (continued)**

**Qualifications Requirements (continued)**

**In the area of Data Telecommunications (continued)**

2. An associate degree from an accredited college including or supplemented by 12 semester credits in data telecommunications or in a pertinent scientific, technical, electronic or related area and two years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and three years of experience as described in "1" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must have at least one year of the experience as described in "1" above.

**Direct lines of Promotion**

**From:** None

**To:** Telecommunications Specialist (20245)