General Statement of Duties
Performs full performance, specialized, and complex technical Information Technology (IT) communications infrastructure support and functions as team leader.

Distinguishing Characteristics
This class is distinguished from the IT Communications Technician I, who performs full performance technical Information Technology (IT) communications infrastructure support. It is also distinguished from the IT Technician series and IT System Administrator series by the specific work related to IT communications.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review
Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose
Contacts are of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised
By position, performs lead work.

Essential Duties
Designs, plans, constructs, and configures portions of the Information Technology communications infrastructure design and coordinates with the vendor for installation.

Provides technical guidance for customer inquiries and help desk escalations on complex issues regarding communication infrastructure, diagnoses and troubleshoots complex problems, and resolves or refers to the appropriate Information Technology resource.

Designs, maintains, and modifies electronic and communication systems associated with the delivery of voice, data and video over a system infrastructure.
Assists with the design and implementation of infrastructure and server administration such as establishing user and voicemail accounts, setting passwords, backups and assigning access levels. Provides technical guidance to engineering teams for implementation standards.

Confers with user agencies to determine and document future communications requirements.

Provides design information and project plans based on organizational standards through use of a site survey. Produces potential costs associated with jobs in the form of an estimate when requested.

By position, functions as team lead over projects.

Oversees and provides instruction regarding Information Technology communications issues to lower level staff.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Technical Problem Solving** - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Knowledge & Skills**

Knowledge of information technology sufficient to be able to perform maintenance, repair and installation of communications systems.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Two (2) years of full performance experience performing Information Technology communications maintenance, repair and installation.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires telecommunications certifications.

Licenses and certifications must be kept current as a condition of employment.
**Working Environment**

Subject to varying and unpredictable situations.
Subject to pressure for multiple calls, inquires, and interruptions.
Potential exposure to dust.
Works in confined, uncomfortable or awkward locations.
Subject to long, irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one’s feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force upon an object so that the object is moving away from the person.
Pulling: exerting force upon an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands and feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: Bending the body by bending the spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with the hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: Expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sound by the ear.
Repetitive motions: Making frequent movements with a part of the body.
Eye/Hand/Foot Coordination: performing work through using two or more.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Field of Vision: ability to adjust vision to bring objects into focus.

**Background Check Requirement**

Criminal Check
Employment Verification
License Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
Class Detail

Pay Grade: I-628
FLSA Code: N
Management Level: 9
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 6/11/2019
Revised By: Ryland Feno
Class History:
6/11/19 - Updated working environment verbiage.