



Office of Human Resources
IT Communications Technician II - CI3040
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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.

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
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: