



Office of Human Resources
IT Communications Technician I - CI1660
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs full performance technical Information Technology (IT) communications infrastructure support.

Distinguishing Characteristics

This class is distinguished from the IT Technician I and II and IT System Administrator Staff by specific work related to IT communications. This class is distinguished from IT Technician Supervisor that performs supervisory work. This class is also distinguished by the following factors:

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Plans and configures portions of the Information Technology communications infrastructure design and coordinates with the vendor for installation.

Responds to help desk escalations regarding communication infrastructure in person, remotely, or via phone, diagnoses complex problems, and resolves or refers to the appropriate Information Technology resource.

Maintains electronic and communication systems associated with the delivery of voice, data and video over a system infrastructure.

Performs limited communications server administration such as establishing user and voicemail accounts, setting passwords, backups and assigning access levels.

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

By position, maintains inventory of communications infrastructure.

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

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 Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

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

Three (3) years 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 a valid Driver's License at the time of application.

By position, requires a valid Commercial Driver's License (CDL "B") with appropriate endorsements by the end of probation.

By position, appropriate Information Technology Certification required.

By position, Denver Journeyman Fire Alarm License at the time of application.

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.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crawling: moving about on hands and knees or hands and feet.
Crouching: bending body downward and forward by bending legs.
Depth Perception: ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: performing work through the use of two or more.
Feeling: perceiving attributes of objects by means of skin receptors.
Feeling: perceiving attributes of objects by means of spoken word.
Field of Vision: ability to adjust vision to bring objects into focus.
Field of Vision: ability to see peripherally.
Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
Fingering: picking, pinching, or otherwise working with fingers.
Handling: seizing, holding, grasping, or otherwise working the hand(s).
Handling: seizing, holding, grasping, or otherwise working with fingers.
Hearing/Talking: Hear and determine direction of sound.
Hearing: perceiving the nature of sound by the ear.
Kneeling: bending legs to come to rest on one or both knees.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Mathematical reasoning
Memorization
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Neck Flexion: Moving neck upward/downward.
Oral Comprehension
Pulling: Exerting force upon an object so that it is moving to the person
Pushing: exerting force upon an object so that the object is moving away from the person.
Reaching: extending the hand(s) and arm(s) in any direction.
Repetitive motions: Making frequent movements with a part of the body.
Sitting: remaining in the normal seated position.
Standing: remaining one one's feet in an upright position.
Stooping: Bending the body by bending the spine at the waist.
Talking: Expressing or exchanging ideas by means of spoken words
Vision Far acuity: ability to see clearly at 20 feet or more.
Vision Near acuity: ability to see clearly at 20 inches or less.
Vision: To observe animal behavior, read signs, and reading colors.
Walking: moving about on foot on uneven surfaces.
Walking: moving about on foot.
Written Comprehension.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record
By position, Licenses/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-626

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: