



Office of Human Resources
IT Communications Technician I - CI1660
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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:

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.

Level of Supervision Exercised

By position, performs lead work.

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: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Crawling: Moving about in a low or crouched position.

Crouching: Positioning body downward and forward.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Oral Comprehension: Ability to discern the meaning of oral speech.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

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: