

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Telecommunications Specialist

CLASS CODE: 1853

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification perform work in the administration, analysis, and review of the City's Telecommunications systems.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level technical classification in the Cable Communications and Telecommunications Series - Telecommunication Group job family within the City of St. Louis. Incumbents in this classification perform moderately complex duties with a variety of related tasks. Positions in this administer voice systems for various City departments. The distinguishing characteristics of this classification within the series include responsibility for basic telecommunications systems; moves, additions, and changes to systems, routine repair and design of new systems. Employees in this class train voice system users and work with department staff to establish needs and diagnose problems.

Incumbents work under direct supervision. Duties are performed according to determined instructions and prescribed by standards and procedures. The supervisor may, or may not, be present at all times.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Responds to requests for service; troubleshoots and orders repairs for telephone systems.

Programs phone systems for changes to the system.

Interfaces with dial tone provider for programming and Central Office Changes.

Enters work orders into computer; updates work order status on computer.

Trains users on the operation of telephone equipment; responds to customer questions about telephone service.

Sets up voice mail and long distance service.

Oversees work performed by outside telecommunication vendors.

Analyzes current and future telecommunications needs for user departments.

Designs and assists in the design of new telephone systems; conducts station reviews for new systems.

Contacts vendors to resolve repair problems.

Orders equipment; reviews invoices for payment.

Positions in this class may provide guidance to technical support positions.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to train others including phone system users in favor of a desired outcome.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a typewriter, computer, fax and copy machines, emulator, and/or related materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as regulations, blueprints, programming manuals, performance evaluations, work orders, and general operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as heat, wetness, toxic agents, and electrical currents.

Physical Requirements:

Tasks involve the ability to regularly perform moderately physically demanding work, typically involving some combination of lifting, carrying, pushing, and pulling moderately heavy to heavy objects and materials, twenty to fifty pounds.

Requires the ability to stoop, kneel, crouch, crawl, balance, bend, and climb in order to perform everyday problem investigation.

Sensory Requirements:

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, and shapes, sounds associated with job-related objects, materials and tasks, such as installing color-coded cable.

Education and Experience Statement:

High school diploma or equivalent with vocational training in telecommunications with three years experience in the installation, maintenance, and repair of telecommunications systems or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

Special Requirements:

Possession of a valid state driver's license.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.