NETWORK AND TELECOMMUNICATIONS TECHNICIAN

DEFINITION

Under close supervision, installs and maintains telephones and telephone systems.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. **Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.**

TASKS

Installs and maintains telephones and telephone systems; repairs or disconnects telephones and associated equipment; programs telephone features during installation; responds to user inquiries, service requests or changes in telephone related orders; troubleshoots problems with telephones and other telecommunications equipment.

Installs fiber optic cables, low voltage cables, equipment racks and ladder tracking; removes cable equipment and existing infrastructure; prepares, labels, tests and terminates patch panels and workstations; assists in troubleshooting network problems and installing or removing network equipment; verifies the connectivity of personal computers to network; tracks work orders completed and in progress; maintains inventory and supplies.

Assists departments with fax machine problems; installs new wiring or removes and changes existing wiring; tracks and maintains all work orders, records and repairs or maintenance documents; conducts in-house moves, repairs and installations of telephones and connections; assists City staff with routine telecommunication inquires.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of telecommunication equipment installation, maintenance and repair techniques
Knowledgeable of telecommunication wiring methods, techniques and procedures
Knowledgeable of and ability to deliver quality customer service techniques and concepts
Skilled in safely utilizing power and technical tools to install and maintain telephones and equipment
Skilled in maintaining accurate records and documentation
Skilled in establishing and maintaining positive and productive working relationships
Ability to perform essential duties with little supervision
Ability to effectively communicate verbally and in writing in English

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 50 pounds. Incumbents in this classification may be exposed to repetitive motion, vision to monitor, background noise and electrical current.

QUALIFICATIONS

Associates Degree in Information Technology, Computer Science, Telecommunications or related field AND **two (2) years experience in** installing and troubleshooting network communication cables and equipment OR an equivalent combination of education and experience.

Must possess at the time of application and maintain a valid California Driver's License.