

TELECOMMUNICATIONS SPECIALIST

DEFINITION

Under general supervision, provides the full range of telecommunications services for assigned areas in the judicial branch; performs related work as assigned.

CLASS CHARACTERISTICS

Telecommunications Specialist is a single-level class. Incumbents maintain, review, analyze and evaluate telecommunications systems, and provide daily telecommunications support to users. Responsibilities include the daily management and maintenance of voice systems. Incumbents exercise independence in performing a broad variety of telecommunications duties within general guidelines.

EXAMPLES OF DUTIES (*illustrative only*)

- Manages and maintains voice systems. Installs, tests, adds, changes and repairs telecommunications equipment.
- Coordinates phone reassignments and moves, and resolves issues associated with these moves.
- Performs backups of phone system software, and occasional punchdowns.
- Interfaces with employees at employee's site.
- Provides training and consultation on telecommunications policies, procedures, and operational activities to employees.
- Leads repairs and maintenance on telecommunications equipment.
- Interfaces with vendors regarding telecommunications hardware/software.
- Serve as telecommunications liaison for various projects and/or committees.
- Ensures monthly phone usage reports are accurate and prepares ad hoc reports for management as requested.
- Sets up call trees and coordinates conference call setup.
- Coordinates telecommunications project budgets and control costs.
- Assists in selecting and overseeing contractors and consultants.

WORKING CONDITIONS

- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Principles and techniques of project management, including schedule management and analysis.
- Principles and practices of telecommunication operations and maintenance management.
- Principles and practices of contract management.
- Cost management and cost-effectiveness.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Plan, manage, and execute multiple projects.
- Manage and monitor contractor's work, costs, and progress.
- Plan, oversee and evaluate the work of contractors, subcontractors, and others.
- Analyze and monitor project budgets and implement cost controls.
- Organize own work, set priorities, and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing, spreadsheets, databases, project management, and computer-aided drawing.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Use tact and discretion in dealing with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of an associate's degree, preferably with major course work in engineering, electronic technology, computer science, communications, industrial engineering, or closely related field and three years of experience in managing and maintaining telephone systems, and coordinating telecommunication activities.

Additional directly related experience may be substituted for the education on a year-for-year basis.