

TELECOMMUNICATIONS SYSTEMS COORDINATOR II

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing and performing complex technical services relative to the County's telecommunications and computer systems. The work includes the programming, installation and maintenance of a large customer base of telecommunications systems, including, but not limited to: analog, fax, modem, digital phones and other equipment in all Ulster County government buildings. Administrative supervision is received from a higher level employee in Ulster County Information Services. Although supervision is not normally a function of an employee in this class, the employee may be called upon to perform supervisory functions as they relate to training or specific details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Programs, installs and maintains a large customer base of telecommunications systems, including, but not limited to: analog, fax, modem, digital phones and other equipment in all Ulster County government buildings;

Installs and supports voice and data cables within Ulster County government buildings;

Programs and helps to maintain the County's voicemail system;

Wires and maintains several public address systems;

Programs and helps to maintain the Ulster County Sheriff's Department Dictaphone call logging server;

Wires and maintains various alarm systems;

Establishes procedures for calculating material costs and man hours required to complete service requests;

Diagnoses and repairs user problems with telephone and computer systems and related equipment;

Contacts various external vendors to review installation and repair procedures and problems; this may include, but is not limited to: identifying technical problems and steps taken to resolve them, and implementing vendor suggestions;

Acts as technical liaison between the County and vendors;

Develops specifications for purchases;

Assists with data related personal computer moves and the necessary cabling;

Trains others in basic telecommunication usage and procedures.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of technical aspects of telecommunications systems; good knowledge of technical aspects of computer systems; working knowledge of Microsoft operating systems such as Windows 95, 98, 2000, XP and a variety of common computer software programs; working knowledge of all phases of telecommunications systems and computer installation; working knowledge of basic electronics; ability to diagnose and repair problems with telecommunications, computer systems and related equipment; ability to work independently; ability to get along well with others; manual dexterity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in electronics, computer science, information systems, network administration or a closely related field and three (3) years of work experience in the installation and maintenance of complex telecommunications systems; OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in electronics, computer science, information systems, network administration or a closely related field and five (5) years of work experience in the installation and maintenance of complex telecommunications systems; OR
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of work experience in the installation and maintenance of complex telecommunications systems; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

Special Requirement: Possession of a valid New York State Motor Vehicle Operator's license is required at time of employment and throughout employment.

ULSTER COUNTY
7235 TCS CD II
Classification: Competitive
Grade: 18
Union: CSEA

Adopted: August 21, 2008