

TELECOMMUNICATIONS SYSTEMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing and performing technical services relative to the County's telephone and computer systems. 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 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.

Establishes procedures for installation, moves and modifications of existing telephone and computer equipment located in county buildings; this may include, but is not limited to: connecting telephones, terminal blocks, wiring, designing, laying and running riser cables, testing equipment to ensure working order and required software modifications;

Utilizes various diagnostic equipment such as data line analyzer and volt-ohm meter to process service orders;

In conjunction with the Telephone System Support Supervisor, processes service orders that include updating inventory, cabling and billing information;

Maintains, per manufacturer's recommendations and specifications, most County telecommunication systems and equipment;

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

Upon completion of a project, coordinates information with the Support Supervisor, regarding amount of material and time used;

Assists in procurement of service order work;

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

Determines sources of user problems and implements corrective action to resolve problem;

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;

Supervises outside installations and gives final approval of accepted system.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of technical data concerning telephone systems; good knowledge of all phases of telephone installation; good knowledge of volt-ohm and digital meters and data line analyzer; working knowledge of technical data concerning computer systems; working knowledge of all phases of computer installation; working knowledge in basic electronics; administrative skills; ability to work independently; ability to get along well with others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: High school graduation, or possession of a high school equivalency diploma, and five (5) years of full-time paid, or its' part-time equivalent, experience dealing with a combination of the following: feasibility studies of telephone systems, vendor site surveys, telephone system specification writing and follow through, and installation of telephone systems.

Note: College level study in the field of electronics may be substituted, on a year for year basis, for up to two (2) years of the above experience.

Special Requirement: Training in Rolm, Mitel, Omega and other digital switches is required at time of appointment. Certification in any of the above switches is preferred at time of appointment.

ULSTER COUNTY
7230 TC SYS CD
Classification: Competitive
Grade: 16
Union: CSEA

Adopted: September 26, 1988
Revised: August 18, 1998