

CITY OF SALINAS

TELECOMMUNICATIONS SERVICES TECHNICIAN

BARGAINING UNIT/CLASS CODE:

SMEA / E15

DEFINITION

Under direction, installs, repairs, maintains, relocates and removes a variety of electronic communications equipment including telephone and data communications equipment; respond to calls for maintenance service; operate a variety of reproduction equipment.

DISTINGUISHING CHARACTERISTICS

Incumbents independently perform a full range of telephone equipment installation and maintenance work and may occasionally serve as a lead worker. Oversees the operations of the City's Print Shop.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Systems Manager. Exercise functional and technical supervision over temporary/part-time employees.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

Make repairs or contact and coordinate appropriate service vendors for repairs, physical installation and modification of telecommunication system. Install, maintain and repair distribution racks, interconnecting and distribution cables and a variety of signaling and communication systems. Respond to emergency calls in the event of a system failure. Place wiring for City's information infrastructure including computer networks and telecommunication services. Diagnose and locate breakdowns within the network and telecommunication wiring system and make repairs to restore normal operation. Maintain records and prepare reports. May provide technical supervision over the work of less experienced personnel involved in telephone equipment installation and maintenance. Order all supplies for the print shop, network equipment and telephone equipment. Oversee the operations the City's Print Shop; operate offset duplication equipment, high speed photocopier and other related reproducing devices; keep equipment clean and in good working condition. Set up, adjust and operate bindery equipment and special machines such as stitchery, collator, folder, drill, cutter; clean, maintain and perform minor repairs on equipment. Pick up mail from post office and distribute it to the proper City departments; operate postage machine and personal computer and deliver City mail to the post office. Complete work requests on each job performed, calculating total cost to be charged back to the departments. Supervise and train a temporary part-time employee in the operations of the print shop. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, emotional and mental stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to perform fine hand movements in order to clean and handle delicate electronic equipment, to write, to use telephone, to use business machines, computers and other related electronic or computerized equipment; vision sufficient to read fine print on computer screens as well as printed materials, with no color deficiencies; to work with color coded wires; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, and on the telephone; physical agility to climb ladders, push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to climb or crawl to install equipment in areas of close tolerance; and strength to lift, move, sort and store boxes, lift ten foot ladders and stock supplies weighing up to 60 pounds.

**CITY OF SALINAS
TELECOMMUNICATIONS SERVICES TECHNICIAN (continued)**

WORKING CONDITIONS

Primarily a business office work environment subject to sitting at a desk and/or standing for long periods of time. A frequent amount of time is spent climbing and standing on ladders or in closed cramped attic spaces. Drive a motor vehicle, travel to attend classes, seminars and occasional out-of-town meetings.

QUALIFICATIONS

Knowledge of:

Tools, equipment, practices and methods used in installing, maintaining, repairing telecommunication and peripheral equipment. Various network interfaces such as 2-wire, 4-wire, 568A, 66 Blocks, TIA and EIA standards. Desired knowledge of operation and basic maintenance of offset, high-speed photocopier, bindery equipment, and other related electronic or computerized equipment. Desired knowledge of weights and uses of paper, inks, solvent and various products used with offset and rapid copy machines. Techniques to prepare plates for printing press. Basic mathematics. Safety hazards and appropriate precautions applicable to the print shop.

Ability to:

Analyze data, recognize problems and draw logical conclusions. Read and interpret complex technical manuals and procedures; read schematic diagrams. Use electronic test and repair equipment. Desired ability to operate offset and other reproducing and photocopying devices, bindery equipment, postage meter, and other related equipment. Write clear, concise technical reports and documentation. Communicate clearly and concisely, orally and in writing. Plan, prioritize and schedule work according to standard and special work orders and assignments. Prepare detailed reports and papers as required. Work under constant time pressure. Make mathematical computations. Promote the mission, values and standards of an effective organization, particularly in the area of customer service. Establish and maintain effective working relationships with others.

Skills to:

Use basic electronic testing equipment. Interpret testing equipment data and make sound judgments and take the appropriate corrective actions.

License or Certificate:

Possession of a valid California Driver's License and a BICSI Cable Installation Technician Certificate within 1-year of appointment.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to high school graduation and completion of one year of specialized training in electronic technology or a closely related field including three (3) years of technical experience in the operation, maintenance and repair of communication equipment. Three (3) years experience performing a full range of graphics equipment operator duties on equipment comparable to that used by the City of Salinas is desired.

Reviewed 
Department Director

Approved 
Sr. Human Resources Analyst

Approval Date 2/2/15

ORIG: 2-84, REV: 10-98, REV: 8-05, REV: 01-15