



Code: 0633

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: PRINCIPAL TELECOMMUNICATIONS SPECIALIST

CHARACTERISTICS OF THE CLASS

Under direction, supervises and participates in the maintenance of client server connectivity working with integrated operating systems, and performs related duties as required

ESSENTIAL DUTIES

- Oversees and participates in Telecom and network projects of medium-large scale
- Monitors systems failures (e.g., mainframe, hotdesk, helpdesk) and dispatches staff to troubleshoot problems
- Supervises staff engaged in telecommunications installation, maintenance, and repair duties and projects (e.g., personal computers on a network, multiple types of teleprocessing systems and networks, teleprocessing equipment such as routers, hubs, modems, switches, multiplexes, and wireless devices)
- Supervises the development of interoperable systems to ensure network connectivity and communication between systems
- Performs complex programming and system changes to all Enterprise Voice Systems, including Call Center Applications and Interactive Voice Response (IVR) systems
- Works with the Security Team to ensure systems are secure and all required Firewall Rules are in place to allow proper communication between systems
- Resolves complex teleprocessing problems and makes complex repairs on hardware requiring integrating parts from various systems, as needed
- Oversees the resetting of equipment to reconnect users after power and network outages
- Monitors systems failures (e.g., helpdesk) and dispatches staff to troubleshoot problems
- Coordinates with others (e.g., vendors, architects, project managers, contractors, City agencies, staff) on installation and repair of telecommunication systems (e.g., client server access, construction and remodeling projects, equipment malfunctions and repairs)
- Tracks operating problems and prepares reports of problem areas and action taken
- Oversees systems design and modifications (e.g., research, development, software and hardware purchases)
- Oversees provision of services and equipment related to telecommunications systems and networks (e.g., wireless communication devices, telephones, user accounts for E-mail, Intranet, and network access, distribution and installation of software)
- Manages internet addressing protocol schemes
- Prepares technical reports on systems status for management
- Creates work orders for new lines of service, disconnections or relocations of existing lines of service
- Maintains inventory in city-wide Telecom Inventory Database

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's Degree in Electronics Technology, Computer Science, Information Technology/Systems, or a directly related field, plus two years of experience installing, configuring, and maintaining teleprocessing equipment; **or** an Associate's Degree in Computer Science or a directly related field, or 60 credit hours in Electronics Technology, plus three years of experience installing, configuring, and maintaining teleprocessing equipment; **or** certification as a network equipment technician by CISCO, BAY, or other comparable certifying corporations, plus three years of experience installing, configuring, and maintaining teleprocessing equipment; **or** five years of experience installing, configuring, and maintaining teleprocessing equipment, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- LAN/WAN communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- Some lifting (up to 50 pounds) is required
- Ability to stand for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms and/or legs
- Ability to move one's hands and arms to grasp or manipulate objects

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *operation and installation of hardware and peripheral equipment
- applicable computer software packages
- *practices and procedures for analyzing and resolving computer-related problems
- IT systems development practices, standards, and procedures
- *network and network operating systems
- computer operating systems

- systems communications protocols
- *methods and principles governing the installation, maintenance, and repair of communication networks
- *operation and administration of servers and local and wide area network infrastructures and teleprocessing equipments
- Internet protocol addressing schemes

Moderate knowledge of:

- design, modification, and integration of voice, data, and video communications operations
- *principles and methods of data communications systems administration
- telephone communication trends and technology
- wireless devices and wireless technologies
- network protocols

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Senior Telecommunications Specialist class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *INSTALLATION - Install equipment, machines, wiring, or programs to meet specifications
- OPERATION AND CONTROL - Control operations of equipment or systems
- OPERATIONS ANALYSIS - Analyze needs and product requirements to create a design
- TECHNOLOGY DESIGN - Generate or adapt equipment and technology to serve user needs
- *TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Other skills as required for successful performance in the Senior Telecommunications Specialist class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

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- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Senior Telecommunications Specialist class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2015