

Civil Division:
Jurisdictional Class:
EEO Category:
Adopted:

Schools; BOCES
Competitive
Technicians
July 15, 2009

TELECOMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves managing specific groups of workers within an Information Technology department or division and working with component school districts. This includes defining projects, prioritizing activities, managing human resources, defining resource needs for the group to senior management, participating in the planning process and providing the resources that staff needs to accomplish assigned tasks. The Telecommunications Specialist assists in the installation, adjustment, maintenance and repair of a variety of on-line computer equipment and computer networks. The Telecommunications Specialist also assists districts in technology planning and integration. The work performed is under the general supervision of the Director of Information and Technology, with wide leeway allowed for the exercise of independent judgment in carrying out technical details of the work. Supervision may be exercised over Telecommunications Specialist I, Telecommunications Specialist II, Micro-Computer/Audio Visual Repair Technicians, Network Administrators and other technical personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in district-wide strategic planning, budgeting, technology planning, coordination and in-service;

Responsible for managing projects and related activities;

Provides a district and regional perspective on technology issues;

Assists building technology coordinators and staff with the planning and installation of telecommunication equipment, wiring, on-line terminals, computer labs and network work stations;

Delegates tasks to assigned staff, works with staff to determine resources needed to accomplish assigned tasks and to resolve related problems;

Assists other staff with projects and activities at an operational level;

Helps upper-level management with product and vendor decisions;

Works closely with Director to determine the objectives of the organization;

Works with a Director to manage the budgeting process;

Coordinates and is responsible for directing the overall activities of a department or division and serves as a liaison to senior management;

Monitors the progress and direction of assigned tasks and makes corrections as needed;

Provides assistance and solutions in response to customer needs;

Troubleshoots network hardware and software problems and coordinates with appropriate repair service;

Maintains a working knowledge of the Internet and the World Wide Web;

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TYPICAL WORK ACTIVITIES (continued):

Attends local or State-wide meeting of telecommunications committee, as directed or approved by the Director;
Orders and maintains an inventory of supplies and equipment needed for installation and repair of school network computer equipment;
Provides communications in-service to on-line users in school districts and Regional Information Center to ensure that they can more easily clarify their problem to the "help" phone;
Travels to school districts immediately when problems with communications cannot be resolved by telephone;
Prepares a variety of records and reports related to the work;
May aide contractors in equipment design for the telecommunications equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of principles, practices procedures, tools and equipment used in the repair and maintenance of computers; thorough knowledge of the use and operation of microcomputers, including management of local area networks; good knowledge of the design of current microcomputer systems; ability to install, repair, maintain and locate technical defects in a variety of electronic network and closed-circuit equipment; ability to supervise the work of others; mechanical aptitude; manual dexterity; physical ability commensurate with position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Telecommunications, Computer Engineering Technology, Computer Science, Electrical Engineering Technology, Computer and Information Science, or a closely related field **AND** two (2) years of supervisory experience; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or technical institute with an Associate's Degree in Computer Information Systems, Computer Science, Electrical Engineering Technology, Telecommunications Technology, Telecommunication Management or a closely related field **AND** four (4) years experience in the installation and maintenance and repair of computers or electronic equipment, two (2) years of which shall have included supervisory experience.

NOTE: Verifiable part-time experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

Adopted: 07/19/09