

Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 03/30/2023

TELECOMMUNICATIONS SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: This position involves being responsible for the supervision of the installation, adjustment, maintenance, and repair of a variety of online data processing equipment and related instrumental network needs. Although some of the duties performed are the same as Telecommunications Specialist II, these duties require a more experienced employee, who can handle the more complex details without referral to a supervisor. The work is performed under general supervision of the Director of Information and Technology or another authorized supervisor, with wide leeway allowed for the exercise of independent judgment in carrying out technical details of the work. Supervision may be exercised over Telecommunications Specialists II, Micro-Computer/Audio Visual Repair Technicians, Network Administrators, and other technical personnel. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assigns, on a daily basis, technical personnel to schools requiring installation, repair and maintenance of equipment;

Provides technical data and assists in contemplated purchase of new computer equipment for the school district;

Assists the administration in preparation of technical specifications for computer and communications equipment;

Assists in the overall communications network design for NYSSCSS online administrative application and all instructional network needs;

Assists other school coordinators in the daily resolution of communication problems, whether they are related to computer terminals, modems, multiplexers, protocol converters or telephone lines;

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 RIC to ensure that they can more easily clarify their problems to the "help" phone;

Completes on-site repairs of computer equipment located in various school buildings;

Documents solutions and/or recommendations to these problems in writing to the Information and Technology Director;

Travels to school districts immediately, when problems with communications cannot be resolved by telephone;

Calls repair departments for vendor equipment under warranty and follows through with problem resolution with the actual repair person, to ensure that he/she did respond to the call and made the necessary repairs;

Documents unresolved or long-standing problems in writing to the Director of Information and Technology;

Attends local or Statewide meeting of telecommunications committee, as directed or approved by the Director;

Assist the Telecommunications Specialist II in the resolution of telecommunication problems related to network devices where such assistance is requested;

Prepares a variety of records and reports related to the work;

May aide contractors in equipment design for the telecommunications equipment;

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TYPICAL WORK ACTIVITIES (cont'd):

May be required to lift at least 50 lbs;
Daily travel may be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers; good knowledge of the use and operation of micro-computers, including management of local area networks; good knowledge of the design of current micro-computer 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) Possession of Bachelor's Degree in Telecommunications, Computer Engineering Technology, Computer Science, Electrical Engineering Technology, Computer and Information Science, or a closely related field **AND** one (1) year of supervisory experience; **OR**
- (B) Possession of Associate's Degree in Computer Information Systems, Computer Science, Electrical Engineering Technology, Telecommunications Technology, Telecommunication Management or a closely related field **AND** three (3) years of experience in the installation and maintenance and repair of computers or electronic equipment, one (1) year which shall have included supervisory experience; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of experience in the installation and maintenance and repair of computers or electronic equipment, one (1) year which shall have included supervisory experience

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

- 1. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
- 2. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 08/07/1987
Revised: 12/17/1992, 06/16/1995, 10/27/1997, 11/09/1998, 12/04/1998, 09/21/2005, 05/01/2008, 07/10/2018, 03/30/2023