



Job Description – Telecommunications Technician Level I

OVERVIEW

Incumbents at this level will perform the basic analog and digital telephone equipment installation, cable installation and maintenance, initially under the close supervision of an experienced technician and are expected to progress require less supervision. Incumbents assist Level II technicians and learn to install, modify and repair telecommunications network systems and equipment.

PRIMARY RESPONSIBILITIES/TASKS

1. Conducts site surveys and meets with other department contacts to plan and coordinate new / upgraded cabling and telecommunications equipment for small or basic systems.
2. Installs, tests, maintains, and repairs key telephone systems.
3. Installs, maintains, and repairs distribution racks, interconnecting and distribution cables, terminals, intrusion alarms, alerting devices, grounding, and wiring on a variety of signaling and communications systems.
4. Maintains current telephone line terminations records and prepares written work reports.
5. Familiar with standard concepts, practices, and procedures within a particular field.

KNOWLEDGE/SKILLS/ABILITIES AND OTHER REQUIREMENTS

Knowledge of:

1. Tools, test equipment, practices, and methods used in installing analog and digital telephone and signaling equipment
2. Construction, assembly, repair, operation, and interconnection of electronic telephone equipment, including cabling standards, terminations, and testing.
3. Personal computers and local and wide area computing networks

Skill and Ability to:

1. Analyze data, recognize problems, and draw logical conclusions
2. Keep up-to-date with modern technology in areas of interest
3. Use electronic test and repair equipment to test and repair telecommunications equipment and systems
4. Clean and handle delicate electronic equipment
5. Follow oral and written instructions
6. Establish and maintain effective interpersonal relationships with those contacted during the course of work
7. Safely use hazardous chemical and solvents
8. Effectively communicate orally and in writing to convey technical information in non-technical terms
9. Use a Windows based PC to organize work, generate records and reports, and configure equipment
10. Control and configure IP enabled telecommunications equipment using data network communications protocols such as telnet, ping, IP config, and FTP

Other Requirements:

The incumbent shall initiate a preventive maintenance program, which shall include as a minimum, periodic tests, inspections, and preventive maintenance in accordance with the recommended practices of the original equipment manufacturer. This plan shall include, but not be limited to:

- (a) Monthly maintenance (cleaning, replacement if needed) of dust filters in PBX, UPS units, and servers.
- (b) Monthly checking/correcting voltage levels in equipment and power supply cabinets to make sure system is balanced correctly.
- (c) Monthly rotation and backup of system data using contractor furnished storage media, i.e. disks, flash cards, CD-ROM, magnetic tape, etc. This specifically applies to the PBX, voice-mail system, and tele-management system. Deliver new backup/storage media for the PBX, voice mail, and tele-management systems.
- (d) Monthly power-down and restart of Avotus system.
- (e) Testing and evaluation of PBX battery back-up system and individual UPS units.
- (f) Quarterly update of tele-management system rate tables including changes to local extended calling areas and NPA costing.
- (g) Provide a quarterly report listing services performed.
- (h) Verify that the TTY is functioning properly and that that all communications between the TTY and Telecom Switch are being captured and automatically saved daily and backed up weekly.
- (i) Install a monitoring device that will allow to monitor and be notified of alarms and system errors generated by the PBX 24 hours a day.
- (j) **Ability to obtain a Department of Defense Security Clearance.**
- (k) **Ability to work on-call, weekends, holidays.**

EXPERIENCE/EDUCATION/TRAINING

May require an associate's degree or its equivalent and 2 years of experience in the field or in a related area.

One (1) year of specialized training in electronic technology or a closely related field, or one (1) year of technical experience in the operation, installation, testing, maintenance, and repair of key telephone systems or electronic switching of PBX equipment.

Licenses and Certifications: Possession of listed telecommunications certifications:

Mandatory:

1. Nortel / Avaya "CS1000 Installation and Maintenance"
2. Trained and certified to work on various systems including:
 - Avaya/Nortel CS1000MG Rel.5 PBX
 - Avaya/Nortel Call Pilot voice mail systems
 - Avaya/Nortel Conference Bridge
 - Avaya/Nortel Companion Wireless system
 - Avaya/Nortel MIRAN
 - Avotus telecommunications management system