



## Job Description – Telecommunications Technician Level II

### OVERVIEW

Incumbents at this level will provide technical support to business unit, specifically in the area of voice communications systems and applications. Incumbent will be responsible for performing routine to moderately complex maintenance and support on infrastructure including installation and on-call maintenance support. This team member performs testing, maintaining, and repairing equipment and miscellaneous items. This team member also assists in system upgrades, relocations, and installs. This team member interfaces with other customer departments, outside vendors, and service providers.

### PRIMARY RESPONSIBILITIES/TASKS

Duties include using a wide range of voice, data, and video communications technologies including interpreting specifications and interconnection requirements of new equipment.

1. Installs, tests, maintains, and repairs electronic telecommunications equipment
2. Proficiency in the full range of activities, including interpreting drawings and completing systems installations, modifications, maintenance, and repair.
3. Responds to emergency calls in the event of a system failure.
4. Uses a personal computer to make software changes in digital switches.
5. Makes precision adjustments on switches, relays, and other electrical control devices for maximum operating efficiency.
6. Confers with representatives of departments, telephone utility companies, personnel, and telephone service vendors regarding service, repair, adjustments, costs, corrections in service or billing, and the installation and removal of equipment.
7. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.
8. Typically reports to a project leader or manager.

### KNOWLEDGE/SKILLS/ABILITIES AND OTHER REQUIREMENTS (KSAO'S)

#### Knowledge of:

1. The telecommunications systems needs and requirements with voice, data, video, 911, network, and other responsibilities
2. Wireless technologies, data networks and remote sensing, surveillance and alarm devices
3. Avaya/Nortel telephone system
4. Various network protocols such as ATM, Frame Relay, ISDN, E&M

#### Skill and Ability to:

1. Read and interpret complex technical manuals and procedures; read schematic circuit diagrams; test and repair cabling.
2. Write clear, concise technical reports and documents
3. Work under limited daily supervision and under pressure of deadlines

#### 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.

Two (2) years of technical experience in the operation, maintenance and repair of a telecommunications system similar to those mentioned below.

**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