

**PLUMAS COUNTY**

**TELECOMMUNICATIONS TECHNICIAN**

**DEFINITION**

Under general supervision to provide assistance, and technical support to County departments by installing, troubleshooting and operating computer hardware and software; to oversee and monitor the telephone communication system; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a specialized classification in the County's Information Technologies Division for position which provides user assistance with County computer and communications equipment. Responsibilities include assisting with evaluating user needs and recommending appropriate hardware, software packages, and communications systems and equipment.

**REPORTS TO**

Supervising Systems Analyst

**CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **TELECOMMUNICATIONS TECHNICIAN – 2**

### **EXAMPLES OF DUTIES**

- Operates the County's centralized computer systems.
- Ensures the timely completion of jobs.
- Analyzes system halts and take corrective action.
- Maintains documentation for centralized computer applications.
- Installs personal computers and software.
- Troubleshoots and repairs computer hardware.
- Installs computer software packages.
- Assists users with resolving various software/hardware problems.
- Provides training in the use of County Personal computers, software and automated systems.
- Maintains accurate records of computer operations problems and corrective actions.
- Monitors telephone communications system operations to insure efficiency .
- Coordinates telephone instrument moves, additions, deletions, and installations.
- Obtains call costing information and researches more economical communication systems for the County.
- Places orders for new services and repairs.
- Updates the County phone directory.
- Estimates the cost to move, add or change telephone service for departments.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copies, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

## TELECOMMUNICATION TECHNICIAN – 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Computer terminals.
- Personnel computer hardware and software.
- Communications systems, equipment, and software.
- Methods, practices, and terminology used in financial record keeping work.
- Maintenance of filing and information retrieval systems.
- Office methods, practices, and procedures.
- Proper English usage, spelling, and grammar.
- Common office machines and their operations.

#### **Ability to:**

- Provide users assistance with County computer equipment, software, and communication systems.
- Research and development recommendations for computer and communication system changes and modifications.
- Verify, compile, reconcile, and interpret data.
- Install and maintain equipment and software packages.
- Analyze records, and reports, correcting errors.
- Prepare, clear, concise and accurate records and reports.
- Effectively represent the County's Information Technology Division in contact with other County staff and vendors.
- Establish and maintain cooperative working relationships.

**Training and Experience:** Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be.

Two (2) years of experience working with, analyzing, and evaluating telecommunications systems, telephone equipment, and the use of personal computers and software packages.

**Special Requirements:** Possession of a valid and current California Driver's License issued by the Department of Motor Vehicles.