

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Communications Network Technician

Class Code: 40367

Pay Grade: GG

A. Purpose:

Provides day to day support for the operation and technical maintenance of a telecommunications system to ensure clients receive efficient and economical communications services.

B. Distinguishing Feature:

The Communications Network Technician coordinates the day to day activities such as installations and maintenance of a voice, data, or video communications network system. The incumbent responds independently to routine change orders or problems; makes the needed entries to the network operating software; and works independently on common or recurring problems, seeking assistance from more senior technical staff, vendors, or outside consultants for unusual or complex problems.

The Communications Network Specialist participates in the planning and design of voice, data, and video networks and associated services.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Coordinates daily operations and maintenance to ensure communications network clients receive quality service.
 - a. Schedules installations and service orders.
 - b. Verifies billing charges and generates client billings.
 - c. Processes service and change requests and writes work orders and service requests for new or existing systems.
 - d. Coordinates installation/maintenance services with vendors.
 - e. Programs service requests to install and remove lines, change features, and update database information.
 - f. Installs, repairs, modifies, and calibrates electronic network equipment.
 - g. Provides technical troubleshooting of network systems equipment, facilities, and peripherals.
2. Supports and maintains communications networks and systems to ensure clients receive continued service.
 - a. Evaluates new and existing products.
 - b. Modifies and updates network software for installations, changes, or updates for new or existing features.
 - c. Conducts equipment and usage surveys.
 - d. Prepares cost proposals and specifications for new or replacement hardware and/or software.
 - e. Runs daily, weekly, and biweekly back-up tapes.
 - f. Activates shutdown features for emergency or scheduled power failures.
 - g. Installs system equipment.

3. Provides assistance to clients regarding their communications network and systems needs, interests, or problems.
 - a. Conducts agency reviews to determine what specific features are needed.
 - b. Conducts on-site group or individualized training.
4. Performs other duties as assigned.

D. Reporting Relationships:

May supervise clerical support staff, claims clerks, and switchboard operators.

E. Challenges:

To coordinate and maintain communications network and systems activities which includes determining clients' needs, contacting suppliers and vendors, scheduling installations, and providing client training. Also challenging is the necessity to remain current on new network technologies and features to effectively respond to clients' needs and provide up-to-date training on system enhancements.

Typical problems resolved include coordinating work orders and services between clients, agencies, vendors, and technicians; correcting software problems that cause work orders to fail; performing remote diagnostics on systems to determine cause of failures, software changes, or upgrades; keeping clients updated on new features and options; and responding to clients' problems.

F. Decision-making Authority:

Decisions made include prioritizing daily work orders, determining the need for additional hardware and equipment for maintenance, scheduling client training, what changes are needed on existing products/systems, what network feature best fits the clients' needs, and scheduling training.

Decisions referred include final approval of contracts for new services and products, whether to upgrade communications systems, and establishing communication services policies and procedures.

G. Contact with Others:

Daily contact with clients to provide assistance with network features or problems and vendors or technicians regarding work orders, equipment, and upgrades.

H. Working Conditions:

Typical office environment. Installations and repairs may involve working in cramped or confined spaces, heavy lifting, and exposure to electrical hazards.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- the procedural aspects of voice, data, or video telecommunications systems;
- principles of communications hardware and software; and

- basic telecommunications systems and their design.

Ability to:

- coordinate and provide direction to technical staff and vendors;
- train and instruct others;
- establish and maintain effective working relationships with clients and vendors; and communicate effectively.