

JOB DESCRIPTION

JOB TITLE: Telecommunications Technician

JOB NO: CL044113

JOB FAMILY: Clerical

FLSA: Non-Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To perform a wide variety of complex technical duties in support of the telecommunications function including the operation of a private branch exchange (PBX) switchboard, collecting and distributing payments and vouchers, programming telecommunication equipment, installing telephones, testing and repairing telephones; to provide highly professional, effective and efficient public service assistance to the general public.

SUPERVISION

General Supervision is provided by the Purchasing Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greet and direct public visitors; answer questions and provide information to the public; receive citizen complaints and questions and refer to appropriate City or department staff member for resolution.
2. Operate the private branch exchange (PBX) switchboard; answer and transfer outside phone calls to appropriate City staff members; supply information to callers; record messages as necessary.
3. Prepare and program translations into Definity Enterprise Communication System to address needs. Assign new telephone numbers and authorization codes for long distance authorization; install telephone equipment necessary for the installation of modems and fax machines.
4. Work with departments to develop call coverage paths; design program voice response systems for office needs.
5. Serve as liaison between City departments and appropriate telecommunications company to report telephone problems and repair needs; schedule repairs as necessary.
6. Collect payments for a variety of City permits and fees; encode payments with proper accounting category; provide vouchers and receipts as requested.
7. Maintain and balance petty cash drawer; distribute payments for vouchers.
8. Assist in ordering and maintaining inventory of telephone equipment and supplies.
9. Write the Magic-on-Hold information for the monthly recordings.
10. Prepare monthly reports for various departments utilizing the Call Accounting System (CAS)
11. Prepare and maintain telephone listings for the Mesquite and Dallas telephone directories.

12. Knowledge of telephone system security to prevent "hackers" from tapping into system.
13. Review and audit monthly bills for telephone service and long distance charges for the city's account (600 account numbers) and for cellular telephones (128 accounts); issue vouchers for payment records.
14. Maintain and issue security authorization codes for long distance access.
15. Prepare, record and maintain a variety of information for the computer databases including all telephone billings, pager bills, employee telephone directory, and miscellaneous information.
16. Provide telecommunication training to employees as requested including voice mail, transfers and general usage and maintenance.
17. Assist with special projects such as providing telephone coverage during City Council elections and emergency situations.

OTHER REQUIRED DUTIES AND RESPONSIBILITIES

1. Compose and prepare a variety of memorandums, correspondence and documents as necessary; may photocopy and fax materials as necessary.
2. Participate in technical support work to assist designated division staff in the completion of their duties and responsibilities.
3. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

Six months of progressively responsible telecommunications and or/ Municipal Government experience dealing with public relations and Citizen contact; type minimum of 20 wpm.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Pertinent federal, state and local laws, codes and regulations, particularly those applicable to telecommunications.

Switchboard operations and procedures.

Proper public contact and telephone etiquette.

Principles and practices of handling money.

Modern office procedures, methods and equipment including computers and associated equipment.

Business letter writing and support preparation.

English usage, spelling and grammar.

Principles and procedures of record keeping.

Skill in:

Repairing and replacing telephone parts and equipment.

Operating various types of office equipment including computers and telephones.

Preparing various reports and correspondence.

Ability to:

Interpret and apply pertinent federal, state and local laws, codes and regulations.

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *installing and repairing telecommunications equipment*
- *communicating with others*
- *operating assigned equipment.*

Establish and maintain cooperative working relationships with those contacted in the course of work.

Respond to requests and inquiries from the general public with tact and courtesy.

Accurately balance cash drawer.

Speak in a clear, pleasant and courteous voice.

Communicate clearly and concisely, both orally and in writing.

Pass a medical physical examination.

Meet the City's driving standards.

Department Director

Date

Director of Human Resources

Date

DATE ISSUED: March 2001