

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	IT Telecommunications Technician		
<b>Job Code:</b>	TC5290	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	510	<b>Date Reviewed:</b>	07/18/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Configures voice systems and applications that operate on the data network. Performs duties including updates to software and hardware, maintenance, diagnoses and repairs of a variety of electronic equipment in one or more of the following areas: call accounting, desktop messaging, voice mail, system installation, programming, network configuration, repair, and maintenance.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Configures and maintains all Cisco Call Managers, configuring all new Controlled Directory Numbers, configuring all report details, setting up new managers, supervisors, agents; configuring computers; and training individuals on how to use the system.
2. Builds, configures, and maintains SIP network trunks and key systems throughout the City.
3. Builds, configures, and maintains all applications, including Unified Communications, Jabber, Radio Voice over IP (Internet Protocol), Blue Light Emergency Phones, multiple Integrated Voice Response Systems, and an assortment of notification equipment and systems.
4. Diagnoses and locates breakdowns within the telephone system and makes repairs to restore normal operation using a variety of complex testing methods and equipment. Moves, adds and changes equipment as required. Repairs systems in emergency situations.
5. Programs voicemail for individual users and auto attendant trees.
6. Performs other related duties as required.
7. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Cisco VOIP Solution including but not limited to: hardware; software; voicemail; desktop messaging; circuits; tools; methods used in installing VoIP telephones.
  - Cisco Call Manager and Call Center software.
  - Cisco Unified Communications.
  - Cisco Network equipment and software.
  - 7 Layers of OSI Network Model.
  - Telephony and network concepts and fundamentals.
  - Cisco Unity Express VoiceMail.
  - SIP Trunking.
  - Zoom call recording and reporting system.
- **Skill in:**
  - Making observations.
  - Making sound decisions and using good judgment.
  - Prioritizing work activities.
  - Installing and maintaining telephone systems.
- **Ability to:**
  - Determine and implement the customer's needs and requirements.
  - Work with various vendors to resolve issues.
  - Analyze data, recognize problems and correct issues.
  - Work effectively with customers.
  - Perform hardware repairs and programming software.
  - Communicate clearly and concisely, both orally and in writing.
  - Establish and maintain effective working relationships .
  - Monitor and ensure quality of vendor's work.
  - Coordinate work schedules with vendors.

## **MINIMUM JOB REQUIREMENTS**

Associate's degree and two years of experience installing, maintaining, testing, and repairing Cisco VOIP solution.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

Motorola Unified Network Manager certified.

National Incident Management System (NIMS) Certification.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.