NATURE OF WORK

This is highly skilled technical work in maintaining the operating efficiency of a complex information systems network.

Work involves responsibility for investigating and resolving problems relating to data communications device failures and telephone system device failures, including the coordination of activities with users, departmental personnel, systems vendors and the local telephone company for the repair of these devices and resolution of problems associated with the systems. Duties also include assisting operations personnel in the installation of data communications devices and telephone station devices. Also included in the work is responsibility for the monitoring of the telecommunications voice and data network to measure performance processing system software changes, entering changes into the main system computer and maintaining inventory records on telecommunications network equipment, station equipment and library tapes. Work is performed with considerable independence under the general direction of a supervisor and requires the exercise of initiative and judgment based upon technical expertise. Work is reviewed through conferences, analysis of reports and evaluation of results achieved.

ILLUSTRATIVE EXAMPLES OF WORK

Investigates and resolves problems relating to data communications device failures and telephone system device failures.

Coordinates the repair and maintenance of data communications and telephone system devices.

Assists operations personnel in the installation of data communications devices and telephone station devices including cabling, installation of connectors and the movement of devices as necessary.

Monitors the telecommunications voice and data network to measure performance of the system.

Recommends and processes system changes to enhance performance.

Maintains inventory records on telecommunications networking equipment, station equipment and library tapes.

May train user personnel in the operation of terminal and station devices.

Performs related work as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of data processing principles, telecommunication operations principles and telephone systems.
Considerable knowledge of data communications devices in use as well as line control techniques, time sharing, system programming, software inputs and add moves and changes.

Some knowledge of computer operations and programming.

Ability to conduct hardware and software tests of telecommunications devices to determine the exact cause of failure.

Ability to establish and maintain effective relationships with employees and the public as necessitated by the work.

Ability to prepare and maintain accurate records and reports.

**DESIRABLE TRAINING AND EXPERIENCE**

Possession of an Associate Degree or Technical Certificate in data processing, electrical engineering, electrical technology or a related field.

Some experience in data processing with emphasis on telecommunications and/or some telephone experience with emphasis on special projects and information systems.

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