

Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 03/30/2023

TELECOMMUNICATIONS SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This position involves being responsible to install, adjust, maintain, and repair a variety of on-line data processing equipment and related instrumental network needs. The work is performed under general supervision of a Telecommunications Specialist I, with some leeway allowed for the exercise of independent judgment in carrying out technical details of the work. Supervision over others is not normally a responsibility of this class. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Installs a variety of telecommunications equipment in school districts including modems, multiplexes, switches and routers;

Installs communications wiring in school district buildings including telephone wire, type 1 cable, shielded twisted pair for purposes of connecting terminals, micro-computers and LAN's to communications equipment;

Installs on-line micro-computers to Local Area Network (LAN) or Wide Area Network (WAN) to include hardware, software, wiring and communications equipment;

Troubleshoots and repairs hardware, software, and network incompatibilities, making any necessary adjustments;

Upgrades installed systems through installations of memory upgrades, sound cards, CD-ROM drives, network cards and new software;

Assists school coordinators in the daily resolution of communication problems related to computer terminals, modems, multiplexes, protocol converters or telephone lines;

Provides telecommunications in-service to on-line users in school districts and the RIC, to ensure that they can more easily clarify their problems to the "help" desk;

Assists and trains system operators in system capabilities and usage, how to maintain their local area networks, and how to correct minor system problems;

Coordinates support work for wiring installations and building preparation;

Performs pre-site surveys and provides data for others to drill holes in walls and floors and run wires for new network installations;

Calls repair departments for vendor equipment under warranty, and follows through with problem resolution with the actual repair person, to ensure that the repair person did respond to the call and did make necessary repairs;

Performs necessary documentation and writes reports as necessary;

Travels to school districts at the direction of the Telecommunications Specialist I when problems cannot be resolved by telephone;

May be required to lift at least 50 lbs;

Daily travel may be required.

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FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers; working knowledge of the use and operation of micro-computers, including management of local area networks; working knowledge of the design of current micro-computer systems; ability to install, repair, maintain and locate technical defects in a variety of electronic network and closed-circuit equipment; mechanical aptitude; manual dexterity; physical ability commensurate with position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor Degree in Telecommunications, Computer Engineering Technology, Computer Science, Electrical Engineering Technology, Computer and Information Science or a closely related field; **OR**
- (B) Possession of Associate Degree in Computer Information Systems, Computer Science, Electrical Engineering Technology, Telecommunications Technology, Telecommunication Management, or a closely related field **AND** two (2) years' experience in installation, maintenance and repair of computers or electronic equipment; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years' experience in installation, maintenance and repair of computers or electronic equipment.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

- 1. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
- 2. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 08/07/1987

Revised: 10/09/1992, 06/19/1995, 10/27/1997, 11/09/1998, 12/04/1998, 09/21/2005, 05/01/2008, 03/30/2023