

## **CLASS TITLE: TELECOMMUNICATIONS SYSTEMS ENGINEER**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision performs installation, maintenance and technical repair work involving a wide variety of electronic and microprocessor based telecommunications, audio/visual, safety and security equipment and other related assigned duties.

### **ESSENTIAL TASKS:**

- Performs installation, preventative maintenance, modification, diagnostics and repair work involving a wide variety of telecommunications systems and related equipment, including audio and visual systems, safety equipment, security systems and other types of electronic and microprocessor based equipment
- Plans, schedules and completes upgrades and installations related to support, maintenance and new technologies
- Supports and diagnoses 3<sup>rd</sup> party applications, escalating to or engaging vendors when appropriate
- Operates and maintains test equipment, tools and facilities associated with the communications needs of City departments
- Provides end-user training and support as required, meeting/exceeding service level agreements defined internally and externally
- Administers, manages, troubleshoots, configures and monitors Private Branch Exchange (PBX), Voicemail, (Automated Call Distribution) ACD, Interaction Voice Response (IVR) and (Internet Protocol) IP Systems used for voice systems
- Assists in identifying telephone requirements for all internal/external customers
- Investigates and analyzes potential solutions and make recommendations to management
- Analyzes traffic reports from PBX and network to ensure appropriate facilities installed to meet defined service
- Responds to all assigned Service Desk tickets and ensures user satisfaction
- Develops and maintains databases regarding call flows within the PBX and any associated privileges for routing of calls within the PBX
- Maintains, sets up, troubleshoots and repairs a wide variety of audio visual equipment
- Provides end-user support for audio visual equipment operation
- Participates in 24/7 on-call rotation and support as required
- Adheres to established Change Management Policies and Procedures
- Maintains and updates documentation systems, including work order requests, procedures and system configurations/architectures on audio visual and telecommunications systems
- Directly interfaces with executives, administrative assistants and other levels of clients/end users
- Maintains knowledge of trends in information technology utilizing resources and educational opportunities in order to make recommendations for cost savings and enhanced efficiencies
- Responds to service requests for both audio visual and telecommunications within prescribed timeframes.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with an associate's degree in electrical engineering, electronics technology, computer sciences, telecommunications or other related field, including or supplemented by advanced coursework in computer sciences; and at least six (6) years of experience specifically with the Nortel M1 product line; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the operating principles of various types of telecommunications, electronic and microprocessor based equipment; considerable knowledge of testing, maintenance, installation and repair practices of such equipment; good knowledge of the safety hazards and precautions of electrical and facilities maintenance work; and good knowledge of the theories, design practices and systems engineering requirements of telecommunications equipment. Ability to use

research methodologies to solve problems in a variety of different situations and to determine methods to utilize; ability to anticipate change and directs/redirects efforts; ability to analyze and diagnose problems in telecommunications and other types of equipment; ability to install, maintain, design, modify and repair a variety of telecommunications systems; ability to communication exceptionally both verbally and in written form; ability to adapt to continually-changing priorities and aggressively project timeframes; ability to understand and administer and configure advanced ACD features, Voicemail and IVR; and the ability to courteously and tactfully communicate with fellow workers, supervisors other members of the organization and the public in giving and receiving information. Applicant must possess skill in the use of various tools and equipment of the trade.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds, with occasional lifting up to 50 pounds; occasional carrying up to 60 pounds; occasional pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and Nortel Database Administration, Nortel DTI/PRI Installation and Maintenance, Nortel Call Pilot Administration and Nortel BARS Certifications; certification as a Certified Technology Specialist through the International Communications Industries Association must be obtained within one (1) year from date of hire; and Building Industry Consulting Services International (BICSI) Installer certification would be desirable.

**WORKING ENVIRONMENT:** Working environment is indoors and occasionally outdoors and in inclement weather; and requires travel to various Tulsa county locations.

**Class Code: 2593**

**EEO Code: N-02**

**Pay Code: IT-40**

**Group: Engineering, Planning, and Technical**

**Series: Communications Operations and Maintenance**

**Effective Date: January 14, 2008**