

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 003410
Grade 20
FLSA: E**

TELECOMMUNICATION SPECIALIST

DEFINITION OF CLASS:

The Telecommunication Specialist provides centralized technical support for administration of the County's telephone and voice message systems that comprise the Private Branch Exchange (PBX) including planning, development, acquisition, testing, integration, and installation/configuration or modification of telecommunications systems, facilities, and services. Contacts are with user agency employees and telecommunications vendors to discuss user needs, order service and equipment, and to resolve system problems including contacts with building contractors electricians to discuss equipment installation. This class of work may entail some public service/assistance, but it is incidental to the primary focus of the work performed.

An employee in this class is responsible for administering, monitoring, and maintaining the County's PBX system by resolving voice and data communication transmission and performance problems between telecommunication equipment, such as telephones and fax machines, requiring reconfiguring application software features, options, and parameters that interface with and administer the PBX system to restore and/or improve functionality. Resolving telecommunication problems may also include arranging installation, maintenance, or repair of telephone equipment. Additional responsibility include planning, developing, and coordinating or facilitating the County government's telephone and voice message system and service requirements with user agency representatives, communications carriers, public utility, and independent suppliers of voice message and telecommunication systems and equipment. This involves: reviewing and analyzing user service needs and costs; conducting a review of the proposed relocation site; developing technical specifications; planning telecommunications projects, such as an office relocation by arranging for cable/rewiring and acquisition of telecommunication hardware; coordinating cable installation contractor schedules; testing equipment, services, and software for performance acceptability, and related work connected with the acquisition; technical acceptance, installation, testing, modification, and replacement of telecommunications equipment, services, and systems.

An employee in this class performs technical diagnosis and resolution of PBX equipment and/or system problems and typically involves planning the sequence of actions and independently selecting the appropriate methods or procedures to complete the work. The work is evaluated for technical soundness, as evidenced by compliant and proper telephone system functioning; the methods used in the work are not reviewed in detail. Work performed in accordance with prescribed guidelines include PBX application configuration options, features, manufacturer's instructions, compliance with State/Federal agency laws, guidelines, and procedures, technical manuals, technical diagrams, building codes, and supervisor guidelines. Complexity derives from technical evaluation, analysis and systematic approach to identifying and implementing technical solutions as applied to system maintenance problems, translating user requirements into technical specifications, and evaluating system performance and utilization statistics to develop recommendations. The work affects the design or operation of the County's PBX system and

equipment. Work is performed primarily in an office environment, and involves no significant safety hazards. No special physical demands are required to perform the work.

EXAMPLES OF DUTIES: (Illustrative Only)

- Maintains, troubleshoots, and resolves PBX telecommunication system and equipment problems that result in service interruptions
- Programs/reconfigures settings, features, options, and parameters to affect changes to the telephone switch databases in the PBX telecommunication system.
- Contacts vendors and contractors and coordinates resolution of proprietary telecommunications system problems, equipment, and telephone lines.
- Collects, analyzes and evaluates user requirements for telephone system modification and translates requirements into technical hardware/software system specifications.
- Advises users of costs and expected length of time for projects completion.
- Coordinates with users relocating to new office space and reviews the site layout to determine appropriate telecommunication equipment and port locations.
- Advises users regarding availability and reliability of the type of telecommunication equipment, features and options.
- Orders and arranges for purchase and delivery of telecommunications equipment.
- Schedules and coordinates telephone service and cable installation, maintenance, repair, and modification projects, and reviews service deliverables to insure compliance with specifications and work orders.
- Develops telecommunication training materials for users.
- Analyzes communications equipment and call processing statistics, reviews and analyzes telephone service utilization, and makes recommendations for system/service changes as appropriate.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of capabilities, capacities, limits and operating characteristics of telephone equipment and cabling, including telephone switching equipment and call sequencers.
- Thorough knowledge of voice message and telecommunication systems, system performance capabilities, and evaluative techniques used to determine telephone and telecommunication service requirements.
- PBX telephone switching equipment, call sequencers, and voice mail systems and other peripheral equipment; and basic knowledge of the IBM cabling system for local area networks.
- Knowledge of Federal, and ability to acquire knowledge of State and County laws, rules and regulations governing activities of the County Government's telephone systems.
- Ability to gather, to assemble, to analyze, and to evaluate technical information on telephone and other telecommunication systems, and to formulate/obtain solutions to difficult system problems. •
- Ability to operate personal computer to input changes to telecommunication system databases
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with County and vendor staff.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years experience in a telecommunications field performing work related to administering a Private Branch Exchange (PBX), telephone system needs analysis and installation planning, and coordinating maintenance/operation of voice communication systems.

Education: Graduation from high school or High School Certificate completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review. Positions assigned to Fire and Rescue require Medical History Review with Drug/Alcohol Screen.

Class Established: October, 2006

Revised: April, 2010

August, 2013

Revised (Medical Protocol): February 2022