

Class Title: Information Technology Telecommunication Analyst II

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Designs, installs, maintains, and troubleshoots voice networks. Resolves network issues through analysis and benchmarking. Performs necessary administrative duties for all voice and PBX networks. Provides technical support and consulting for city departments and agencies. Administers contracts for voice by writing specifications, reviewing designs and estimating for installations.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Performs various network functions by analyzing requests for voice network services; prepares cost estimates and requisitions to secure network services; recommends equipment and support levels; designs, coordinates, installs, and maintains voice network hardware and software..
2	L	Performs administrative and security-related duties for network operating systems, PBXs, and backup solutions. Coordinates services to city agencies and between both city and state agencies for essential network functions.
3	S	Administers contracts for voice infrastructure by writing specifications, reviewing design and estimates. Coordinates installation, reviews and accepts work performed, and approves billing.
4	S	Troubleshoots complex network problems on mission critical hardware and software platforms.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years experience.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read technical manuals, and other related materials.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence, and documentation.
Managerial	Managerial responsibilities include determining software and hardware equipment needs, researching new technologies, organizing relocation of equipment, managing network configurations, and scheduling work assignments.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing, wiring, maintenance or repair of equipment
Sitting	F	Computer, desk work, monitoring the network console, at workstation, meetings
Walking	F	Inter-office, to/from jobsite, to/from various work areas
Lifting	O	Office supplies, moving equipment, tools
Carrying	O	Office supplies, moving equipment, tools
Pushing/Pulling	O	Carts, or moving equipment
Reaching	O	Cable or installing equipment, server racks
Handling	O	Installing equipment, office supplies, moving equipment, tools
Fine Dexterity	O	Computer keyboard, writing, various hand tools
Kneeling	O	Installing equipment
Crouching	O	Installing equipment
Crawling	O	In spaces or closets
Bending	O	Installing data cable, mounting equipment
Twisting	O	Installing data cable, hardware work
Climbing	O	Ladders
Balancing	O	On ladders
Vision	C	Computer, desk work, reading, writing, installations, observations, inspections
Hearing	C	Telephone, staff, supervisors, programmers, vendors, meetings
Talking	F	Telephone, staff, supervisors, programmers, vendors, meetings
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laptop computer, laser or inkjet printer, copy machine, fax machine, telephone, diagnostic software, troubleshooting utilities, network management software (Novell/NT), Standard Microsoft Windows and Office software, hand tools, screwdrivers, wire cutters, circuit testers, line testers, crimpers, fluke meters, radio communications, cellular telephone, pager

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	W
Electrical Hazards	D	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	S
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

Electrostatic straps, hard hat

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)