

**SNOHOMISH COUNTY JOB DESCRIPTION
TELECOMMUNICATIONS APPLICATIONS DEVELOPER**

Spec No. 6180

BASIC FUNCTION

To increase the effectiveness of county telephone systems and activities through planning, design, installation, and maintenance of telecommunications systems, facilities and networks. Responsibilities include collect site dependent database information from client representatives for all PBX and associated programmable communications systems used by the county, support, project management and coordination of operational activities related to county voice and data communications requirements.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Designs and implements voice application and network connectivity solutions; consults with client departments to analyze telecommunications requirements; analyzes communications requests and determines the most cost effective method so that maximum efficiency and economies can be obtained; encode and program client site dependent database in a timely and accurate manner; establishes and projects communication costs associated with all proposed systems and networks; prepares presentations for client departments and management to market technology oriented solutions.
2. Support daily operational needs through client service desk; assess nature of call, determine resolution requirements; prepare related work order, assign, monitor and review for completion status and accuracy of accomplishment.
3. Plans, directs and coordinates projects such as PBX installations and upgrades, key system installations, major software changes and major equipment moves; ensures that goals or objectives of project are accomplished within prescribed time frames and funding parameters; brings together all parties involved with a major project, tracking the progressive work, ensuring that problems are resolved so that the project stays on schedule; devises alternate project schedules to accommodate delays.
4. Maintains accurate cable plant inventory.
5. Configures, monitors, establishes and maintains backbone voice network to satisfy county communications objectives; responsibilities include traffic analysis trunking requirements, standardized routing and coordinated dialing plan; coordinate and analyzes toll distribution network for the county; report findings to supervisor with regard to traffic analysis, cost allocation and customer grade of service.
6. Assist in the development and monitoring of telecommunication division budget; develops and monitors telecommunication rates and chargeback methodology, including detailed analysis and relational for same; prepares reports and analysis setting forth progress, adverse trends and appropriate recommendations for conclusions.
7. Defines and reviews telecommunications standards to support efficient operation and usage of the county's telephone system; develops bid specifications for telephone system requirements; keeps abreast of trends and technical developments in the field by self-study, participation in job related seminars, courses or conferences, and liaison with vendors.

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STATEMENT OF ESSENTIAL JOB DUTIES (continued)

8. Assists in the analysis of specifications and performance of commercial software products and equipment; makes programming modification to commercial software as required; provides programming and training on vendor products for staff.
9. Develops and delivers employee training in proper operation and available features of telecommunications equipment and systems; evaluates effectiveness of training and modifies programs to enhance the training effort.
10. Performs other duties as required.

MINIMUM QUALIFICATIONS

Three (3) years of telecommunications experience, including experience with Nortel SL-1 PBX systems, voice messaging systems and key systems; OR, any equivalent combination of education, training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment.

Nortel System Certification (X-11 Basic Database Administration)

Candidates for employment must successfully pass a criminal background investigation, which includes fingerprinting.

KNOWLEDGE AND ABILITIES

Knowledge of:

- telecommunication industry regulations, structure, policies and practices;
- installed county communication products and sophisticated dynamic network and terminal products;
- voice mail administration; telecommunication systems, voice mail, automated attendant systems, communication terminology and basic cable plant terminology;
- basic bookkeeping and/or record keeping procedures;
- basic mathematical calculations and analytical techniques;
- standard office procedures.

Ability to:

- exercise good judgment as to when to act independently and when to refer situation to higher authority;

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KNOWLEDGE AND ABILITIES (continued)

- install communication products and sophisticated dynamic network and terminal products including technical expertise to perform database collections;
- train and advise clients on system and feature application and provide exceptional customer service;
- communication effectively orally and in writing;

Ability to:

- analyzes and resolve operational problems and help others to do so;
- read, understand and apply technical manuals and procedures;
- effective interpersonal relationships with a diversity of others;
- work effectively as a team member;
- operate a computer and all peripheral equipment;
- basic math;
- basic bookkeeping; organize work, work under pressure and meet deadlines; effectively train others in the use of telephones and telephone systems;
- identify and distinguish color coded wiring;
- provide technical instruction and training.

SUPERVISION

The employee reports to, receives administrative and technical direction from an administrative superior as assigned. Employee has wide latitude in dealing with the planning and daily operation of the Division. The employee carries out recurring assignments on his/her own initiative and receives specific instructions for new or unusual assignments or revised deadlines. The work will be reviewed through periodic meetings and status reports, and by evaluation of results obtained.

WORKING CONDITIONS

Employees are on-call during off duty hours and required working evenings, weekends and holidays as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 1989 as Telephone Coordinator
Revised and Re-titled: November 1990 as Telephone Network Specialist
Revised and Re-titled: February 1994 as Telecommunications Specialist II
Revised: July 1997, September 1999
Revised and Re-titled: August 2001
EEO Category: 3 – Technicians
Pay Grade: 241 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous