

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **TELECOMMUNICATIONS SPECIALIST I**

Spec No. 6207

### **BASIC FUNCTION**

The primary duties of this class are in support of the county's telecommunications system functions. Responsibilities include processing telephone service requests, responding to telephone and written inquiries, acting upon or referring as necessary; building and processing data base changes to telecommunications management system; answering technical questions; reconciling billing inquiries from clients; maintain records.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. 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.
2. Prepare telecommunications related statistical and administrative reports; price and process complex telephone orders and effect necessary database changes; prepares and submit client billings; maintain and update miscellaneous computerized files on a PC.
3. Perform routine service support to ensure accurate and timely telephone moves and changes; network routing maintenance, calling party name display modifications, voices services support of mail boxes; coordinate service calls in the event of equipment malfunction to ensure minimum equipment downtime repair.
4. Design simple voice applications; implement simple to more complex voice applications.
5. Prepare and present telecommunications training sessions for small and large groups; provide individual training to clients of telecommunication equipment including post-installation support.
6. Assist with purchase order preparation; inventory program; material shipping and returns; and monitor equipment replacement covered by various warranty/maintenance plans.
7. Develop and manage small to medium projects related to telecommunications hardware, software and vendor services; provide assistance on larger and more complex projects to project coordinator and divisional manager.
8. Design, implement and maintain the basic voice network to meet county needs and activities including trunking.
9. Maintain telecommunications informational databases, including line assignments, calling card assignment, cable records, and coordinate county listings in commercial telephone listing publications, reviews, proofs and provides corrections.

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### MINIMUM QUALIFICATIONS

Two (2) 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 (XII Basic Database Administration) within six (6) months of hire.

Ability to distinguish colors.

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;
- 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;
- customer service;
- communicate effectively orally and in writing;
- analyze 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;

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### KNOWLEDGE AND ABILITIES (continued)

- 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 the Administrative Services Manager - Department of Information Services, and 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

Positions in this class typically require daily focusing on a computer screen for 2+ hours at a time, precise control of finger and hand movement, daily dealings with distraught or difficult individuals, weekly lifting, moving, or carrying objects over 20 pounds. 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: July 1997 as Telecommunications Specialist I; Revised September 1999

EEO Category: 3 – Technicians

Pay Grade: 238 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous