



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 442.1

Job Title: **TELECOMMUNICATIONS SPECIALIST**

Pay Grade: 18

### **GENERAL SUMMARY:**

Provides skilled technical tasks in telecommunications for several PBX systems at multiple locations, accommodating in excess of 3,000 phone and data customers.

### **RESPONSIBILITIES:**

- Provides technical support to users on appropriate/optimal use of system features.
- Executes software changes through remote terminal to relocate or modify phones for different sites within the city.
- Visits customer sites to deliver educational and informal presentations on system.
- Coordinates installations/repairs of existing equipment with vendors.
- Manages operation of PBX locations to ensure system performance.
- Coordinates work requests with department coordinators.
- Initiates and follows-up on vendor orders (equipment repairs/ procurement) to resolve product issues and ensure continuous production.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

A Bachelor's degree in Computer Science, Business Administration or a related field is required.

#### **EXPERIENCE:**

Six months of experience in telecommunications, including needs evaluation, solution recommendation and installation coordination, are required.

Four years of skilled telecommunications experience may be substituted for the education requirement.

#### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

#### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There is only a slight source of discomfort from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with situations where occasional exposure to office chemicals and/or periodic use of a video display terminal are required.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Telecommunications Specialist  
Senior Telecommunications Specialist

*Effective Date: October 1990*

*Revised Date: July 2000*