



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 442.2

Job Title: **SENIOR TELECOMMUNICATIONS SPECIALIST**

Pay Grade: 21

GENERAL SUMMARY:

Performs in a lead capacity to provide support services for telecommunication systems and networks for the City of Houston through consultation with users and suppliers.

RESPONSIBILITIES:

- Trains, schedules and leads assigned Telecommunications Specialists. Assists with unusual or difficult situations.
- Provides design and consultant services for various hardware and software, system arrangements, installations and modifications. Monitors system performance.
- Provides the design and maintenance of voice and data systems.
- Interviews users to identify and integrate their diverse needs and resolve system requirements and problems.
- Participates in the analyses of Requests For Proposals (RFPs) and ensures the selection of qualified vendors.
- Designs and delivers user training sessions by providing instructions on the administration and proper usage of communication products.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

One year of experience in telecommunications, including needs evaluation, solution recommendation and installation coordination, is required.

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

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

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