

City of Fort Worth, Texas Job Description

Classification Title	Senior IT Telecommunications Technician		
Job Code:	TC5500	Job Family:	Technical/Para-Professional
Pay Grade	512	Date Reviewed:	07/13/15
FLSA Status	Nonexempt	Date Revised:	10/12/19

GENERAL SUMMARY

Plans, configures, installs, troubleshoots, and maintains all telecommunications products, equipment and infrastructure for the City. Updates, maintains, and creates documentation of all telephony equipment installations. Identifies and orders any new Cisco telephony equipment and coordinates these purchases with the various vendors

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Schedules the work of IT Telecommunications Technicians and tracks service calls and installations.
2. Moves, installs, changes, and repairs telecommunications equipment for the City.
3. Updates, maintains, and creates documentation of all existing telephony equipment, and lines; updates the 911 database; updates the City's online and directory listings; and maintains Cisco telephone system software version updates.
4. Determines Cisco telephony requirements for installations of up to several hundred personnel; designs, orders, receives, configures, installs, and maintains the equipment.
5. Installs, maintains and repairs notification equipment. Provides dial tone for and maintains operability of IVR Systems, fire protection, intrusion alarm, elevators, faxes, modems, call boxes and other equipment that requires a contact closure from the telephone system.
6. Oversees vendors during telephone installations, upgrades and problem resolution; holds vendors accountable for their ability to deliver.
7. Assists internal and external customers with service needs.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures. Ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Cisco VOIP Solution.
 - Cisco Call Manager.
 - Cisco Unified Communications and Call Center Software.
 - Cisco networking equipment and software.
 - Vendor management.
 - Project schedules.
 - Digital literacy with Microsoft Office to schedule calendars, manage projects and communicate effectively.
 - Installation requirements.
- **Skill in:**
 - Project management.
 - Cisco VOIP Solution troubleshooting.
 - Attention to detail.
 - Planning and prioritizing.
 - Observation and decision-making.
 - Organization and time management.
 - Multitasking and handling stressful situations.
 - Customer service.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Determine and implement the customer's needs and requirements.
 - Work with various vendors to resolve issues.
 - Coordinate the efforts of multiple customers and vendors to ensure quality installations.
 - Install, maintain, diagnose and repair Cisco telecommunications equipment and systems.
 - Install and troubleshoot various types of peripheral equipment.
 - Monitor and ensure quality of vendor's work.
 - Coordinate work schedules with vendors.
 - Analyze data, recognize problems and resolve issues.
 - Work effectively with other to resolve problems.

MINIMUM JOB REQUIREMENTS

Associate's degree in a related technical field and four years' experience installing, maintaining, testing and repairing telecommunications equipment.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Cisco Certified Network Associate (CCNA) Certification

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.