



Telecommunications Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
TELECOMMUNICATIONS SPECIALIST I	0282	B18	\$42,521 - \$67,671
TELECOMMUNICATIONS SPECIALIST II	0283	B20	\$48,158 - \$77,477
TELECOMMUNICATIONS SPECIALIST III	0284	B22	\$54,614 - \$88,703
TELECOMMUNICATIONS SPECIALIST IV	0285	B24	\$62,004 - \$101,556
TELECOMMUNICATIONS SPECIALIST V	0286	B26	\$72,886 - \$123,267

GENERAL DESCRIPTION

Performs telecommunications work involving installing, operating, diagnosing and resolving voice, data, digital, wireless, and video telecommunications problems.

DISTINGUISHING CHARACTERISTICS

The Telecommunications Specialist job classification series is intended for employees responsible for the configuration and repair of telecom infrastructure, including video, data, and voice communication systems. Employees typically install and repair voice, data, digital, wireless, and video communications systems to ensure reliable operation. In contrast, the Network Specialist job classification series does not focus only on telecom infrastructure; rather, employees in that series are responsible for the planning, design, development, maintenance, and operation of an agency's computer network. This includes designing, configuring, troubleshooting, and maintaining the local area and wide area networks, including routers, switches, gateways, and applications servers.

EXAMPLES OF WORK PERFORMED

Installs and repairs voice, data, wireless, and video communications systems to ensure reliable operation.

Confers with contractors and telephone companies used throughout the communication network with regard to proper operation, installation, and maintenance of lines, data phone equipment, and associated terminals.

Maintains records of system performance and operations.

Troubleshoots, conducts preventive maintenance, and performs system diagnostic checks.

Performs system moves and changes internally or via remote access, and provides technical expertise in system modification.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

Note: *Factors that may distinguish between entry and journey levels include the degree of independence in performing the work and the complexity of the work and may include the employee's years of related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

TELECOMMUNICATIONS SPECIALIST I: Performs entry-level to routine (journey-level) telecommunications work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

TELECOMMUNICATIONS SPECIALIST II: Performs complex (journey-level) telecommunications work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:

- Perform preventive maintenance on telecommunications systems, associated software, and peripheral equipment.
- Prepare material requests and time requirements for telecommunications equipment and wiring.
- Investigate and resolve problems concerning the operation of telecommunications systems, communications hardware, and equipment.
- Monitor the operation of voice, data, or video telecommunications equipment and network control consoles.

Note: *A senior-level employee (levels III-V) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will normally be found at level V.*

A senior-level employee may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of telecommunications projects, and the employee's related experience, education, and certifications. Other factors may include the type, nature, scope, and complexity of the assigned project.

TELECOMMUNICATIONS SPECIALIST III: Performs highly complex (senior-level) telecommunications work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate and/or plan and prepare for telecommunications network or systems equipment.

- Organize and establish operating controls and procedures for voice or data telecommunications network.
- Provide technical expertise in telecommunications system design and modification and coordinate the installation of office wiring infrastructure.

TELECOMMUNICATIONS SPECIALIST IV: Performs advanced (senior-level) telecommunications work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex telecommunications work and may:

- Communicate with contractors and telephone companies used throughout the telecommunications network with regard to proper operation, installation, and maintenance of lines, data phone equipment, and associated terminals.
- Provide input in the development of operational or administrative policies and procedures related to telecommunications systems.
- Evaluate telecommunications system plans for completeness and accuracy.
- Research and determine budgetary requirements for telecommunications systems.
- Conduct major studies regarding system usage, make recommendations for improvements, and determine telecommunications system requirements.

TELECOMMUNICATIONS SPECIALIST V: Performs highly advanced and/or supervisory (senior-level) telecommunications work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field. Employees may plan, design, and integrate system components for voice, data, digital, wireless, and video telecommunications networks.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience and/or education in a field relevant to the work being performed. Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to be specific and meet the agency's business needs. Agencies also may substitute experience and education for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of data processing and telecommunications principles, equipment, procedures, terminology, standards, and wiring technologies; network operating systems; and Federal Communications Commission policies and procedures.
- Skill in the use of telecommunications test equipment, computers and applicable software, and microcomputer and/or mainframe applications.

- Ability to install, operate, and test telecommunications equipment; to analyze, diagnose, and resolve telecommunications problems; to interpret technical information; and to communicate effectively.

Additional for Telecommunications Specialist III - V levels

- Ability to oversee and/or supervise the work of others.