

Code: 0610

Title: TELECOMMUNICATIONS SERVICES COORDINATOR

SUMMARY: Coordinates the programming services of the telecommunication systems, serving as liaison with service provider representatives regarding installation, operations and maintenance, identifying and coordinating the resolution of telecommunication system problems and programming services.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Analyzes user department telecommunication requirements and recommends telecommunication system equipment, installation and maintenance to meet user requirements;
Coordinates corrective action from user requests for programming changes and telecommunication equipment operations problems;
Establishes and maintains effective working relationships with associate personnel, personnel of other Departments, agency representatives and vendors;
Coordinates and monitors work performed on the telecommunication equipment and system lines;
Serves as the county's liaison with telecommunication service provider representatives and vendors, and coordinates purchases and modifications to telecommunication services and system components;
Programs computerized equipment and develops and performs training to familiarize employees with telecommunication system options and operations;
Coordinates the establishment and maintenance of telecommunication billing for payment concerning equipment installation, programming services and telecommunication equipment inventory;
Prepares written analyses and maintains records regarding telecommunications system related equipment, charges and activities;
Responds to the county telecommunication alarms and shutdowns after working hours to determine and coordinate action required;
Provides and maintains system records and directories for the telecommunications operations.

KNOWLEDGE & SKILLS:

Knowledge of:

- . telecommunication system equipment installation, maintenance, operations and procedures;
- . telephone rate structures and the roles and responsibilities of regulatory agencies;
- . governmental organizational structures;
- . applications of automated information systems.

Skill in:

- . programming and coordinating technical telecommunications requirements;
- . analyzing user department/division/section and individual needs for telephone system services and equipment;
- . evaluating telecommunication industry service options, preparing cost estimates and recommending telecommunication system designs and equipment that meet user requirements;
- . developing and monitoring costing, expenditures and telecommunication equipment inventory;
- . developing and implementing effective employee training in telephone operating procedures;
- . coordinating and supervising technical telecommunications repair and installation work;
- . investigating and identifying telecommunication system problems and coordinating corrective actions;
- . use of automated information system for tracking data and report generation;
- . effective communication.

MINIMUM QUALIFICATIONS:

EITHER:

(1) An Associate's degree from an accredited college, university, trade or vocational school in business, public administration, or telecommunication technologies and two years experience in coordinating the provision and maintenance of telecommunication systems within government or business sectors.
(Additional relevant experience may substitute for the aforementioned education)

OR:

(2) Completion of a certified program in electronic media or telecommunication technologies and three years experience in coordinating the provision and maintenance of telecommunication systems within government or business sectors.

OTHER REQUIREMENTS:

Licenses and Certificates: Possession of a valid Class D Arizona driver's license required at time of appointment.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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