

**Lane Council of Governments  
Job Classification**

**Job Title: Telecommunications Technician**  
**Division: Regional Technology Services**  
**Reports To: Telecommunications Manager**  
**FLSA Status: Non-Exempt**

**Range: 14**  
**Last Revised: August 2007**

**General Statement of Duties**

Performs skilled interpersonal, technical, and organizational work as the primary interface between telephone users, departmental contacts, telephone system maintenance providers, and move and change technicians.

**Supervision Received**

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

**Supervision Exercised**

Supervision is not required in this position. Provides guidance to contractors concerning work priorities, description of work, and particular instructions.

**Resource Responsibility**

Little responsibility for human resources. Responsible for reconciling vendor bills with purchase orders prior to payment. Responsible for placing orders with suppliers and vendors.

**Essential Job Functions**

Programs automatic all distribution and voice mail applications.

Has primary responsibility for quality control of the call accounting system for production of reports, maintenance of data base integrity; checks system integrity; assists in correcting problems.

Consults and trains with departmental staff concerning telephone answering technology.

**Other Job Functions**

Provides back up in translation of user complaints and requests into coherent direction for contractors, to facilitate repairs and changes.

Responds to inquiries, complaints, problems or emergencies affecting the availability or quality of services.

Maintains E-911 files and file transfer process.

Answers user questions concerning telephone system applications, problems and repairs.

Attends various meetings; performs other related duties as assigned.

### **Working Conditions**

Duties are primarily performed in an office environment while sitting at a desk or computer terminal, with occasional transporting of equipment.

### **Knowledge, Skills, and Abilities**

Requires knowledge of telecommunications industry and familiarity with general types of telephone systems, including functions and components; experience in telephone system software programming highly desirable.

Requires good interpersonal communication skills, particularly verbal but also written.

Requires the ability to inform users of priorities.

Knowledge of rules, procedures, or costs and the ability to inform users in clear language without offending users about these items.

Ability to plan, organize and coordinate, schedule and evaluate requests for phones, equipment and problem-solving situations.

Ability to provide tactful information in situations where there are competing demands to be handled.

Ability to learn practical work methods, features, and programming of telephone system, voice mail system, and inventory and work order system.

### **Education and Experience**

Requires a high school education, or equivalent, plus specialized training in telecommunications and three years related work experience, or any combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job.

### **Licenses, Certificates, and Other Requirements**

None.

