



TELECOMMUNICATIONS TECHNICIAN

SCOPE OF WORK:

Work involves the installation of telecommunications equipment and maintenance of a telecommunications network system.

DUTIES PERFORMED AT ALL LEVELS:

- Install, test, and maintain a variety of equipment and associated wiring and cable such as phones; computer hardware; radio systems, automatic data collection and reporting devices, etc; install related software.
- Monitor communication systems to ensure proper working of all system components.
- Test, troubleshoot, modify and/or repair equipment; maintain technical records of activity and configuration of installed units.
- Research technical data to ensure appropriate installation and use of equipment.
- Provide input to the preparation of operation and maintenance guidelines.
- Coordinate with technical workers in related communications systems within the installation area; plan and maintain inventory.

The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.
--

TELECOMMUNICATIONS TECHNICIAN I

0156

GRADE F

LEVEL DEFINITION:

Positions at this level perform installation and maintenance duties of a routine nature or may assist in complex situations under the close supervision of a higher-level technician. Alternatively, this level may be used in a training capacity.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires an associate degree or an equivalent diploma from an accredited two-year college in telecommunications (data, voice, or video), electronic technology, or a closely related field. The employing agency, at its discretion, may substitute technical work experience for the formal education requirement. The amount and type of work

CLASS CODE: 0156
0157
0158

ND Class Specification
Telecommunications Technician

experience that can be substituted will be defined by the employing agency at the time of recruitment.

TELECOMMUNICATIONS TECHNICIAN II
GRADE J*

0157

LEVEL DEFINITION:

Positions at this level perform all phases of the installation and maintenance processes and related tasks at a fully qualified level under general supervision. Assistance from a higher-level technician is required only in unusual situations.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Work with contractors and/or customers to diagnose and repair problems or to coordinate services.
- May perform billing for services.
- May submit requests or receive requests from other agencies.
- May determine the location of cable or fiber optics.
- Maintain inventory database.
- Recommend alternatives to equipment installation.
- Plan for and schedule installation and maintenance activities.

MINIMUM QUALIFICATIONS:

Requires an associate degree or equivalent diploma from an accredited two-year college in telecommunications (data, voice, or video), electronics technology, or a closely related field and two years of work experience installing, troubleshooting, and maintaining telecommunications equipment. The employing agency, at its discretion, may substitute additional technical work experience for the formal education requirement. The amount and type of work experience that can be substituted will be defined by the employing agency at the time of recruitment.

TELECOMMUNICATIONS TECHNICIAN III
GRADE K*

0158

LEVEL DEFINITION:

Positions at this level perform duties relating to complex equipment installation and maintenance and are more directly involved in resolving problems of a complex nature.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Consult with customers and make recommendations to meet needs.

- Participate in planning of new installations, upgrades, and modifications.
- Writing contract or bid specifications; direct and monitor work of contract vendors.
- Perform or supervise maintenance and repair of specific systems.
- May assist the manager in performing administrative management duties.
- May involve responsibility for supervision and/or training of others.

MINIMUM QUALIFICATIONS:

Requires an associate degree or equivalent diploma from an accredited two-year college in telecommunications (data, voice, or video), electronics technology, or a closely related field, and four years of experience performing skilled work in telephone and data communications installation, maintenance and repair within a major network. The employing agency, at its discretion, may substitute additional technical work experience for the formal education requirement. The amount and type of work experience that can be substituted will be defined by the employing agency at the time of recruitment.

Eff. Date: 5/90

Rev: 9/06 - Rewritten in current format, added level definitions, updated duties and minimum qualifications, and grade review

Rev: 7/12 – Conversion to Hay System; *Pay Grade Exception assigned (II & III level only) 7/12; NDAC 4-07-04-11 & 4-07-04-12