



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 3084
Date Adopted: July 1, 2008
Date Revised: May 4, 2016**

**FLSA Status: Nonexempt
Union Representation: Represented**

Telecommunications Assistant

GENERAL PURPOSE

Under general supervision, performs a variety of difficult and responsible duties in the installation, maintenance and repair of OCDE's telecommunications and cable plant infrastructures; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Telecommunications Assistants install, maintain, and repair cable plant infrastructure at OCDE facilities and site locations and assist in the development and administration of OCDE telecommunications systems, including programming, maintenance and synchronization of telephone systems, including Voice over IP (VoIP). Work is performed to meet OCDE and industry standards.

Telecommunications Assistant is distinguished from Telecommunications Specialist in that an incumbent in the latter class performs a wider range of more complex duties in the development and administration of OCDE voice and data communications systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Installs, tests, maintains and repairs voice and data communications cabling infrastructures; conducts site surveys and needs analyses; using diagnostic tools, performs fault location diagnoses to isolate problems and malfunctions; participates in the installation of cable plant at new sites; using appropriate industry standards, constructs and installs cable plant and associated facilities; determines and orders materials and supplies for wiring and cabling installation projects; conducts testing of installed and terminated wire to ensure proper connectivity and transmission in accordance with applicable standards; ensures all required labeling and documentation is complete and accurate; ensures installed telecommunications facilities conform to OCDE and industry standards and building plans and specifications.
2. Participates in the maintenance, repair and support of voice and data communication systems, facilities and equipment; may perform database entry to install, remove or change services, configurations and voicemail system hardware and software; installs and maintains network equipment for VoIP systems.
3. Performs periodic inspection of cable, wiring and other telecommunications facilities in tunnels, vaults and other locations.

QUALIFICATIONS

Knowledge of:

1. Basic principles and theories of electricity, electronics and computer hardware/software design as they relate to installation and maintenance of telecommunications systems and equipment.
2. Test equipment, tools and materials used in installation, troubleshooting, maintenance and repair of cable plant and other telecommunications equipment and systems.
3. Cable plant media and wiring schemes.
4. Common sources of trouble in and methods of service and repair of all types of telecommunications systems, facilities, and equipment.
5. Industry standards applicable to the work.
6. National Electrical Code, safety and environmental regulations, laws, standards, and practices applicable to the work.

Ability to:

1. Analyze cable plant and other telecommunications issues and problems, identify problems and develop appropriate solutions.
2. Adapt established practices, procedures and principles of electrical and electronic circuitry to the resolution of problems, conditions, and service needs.
3. Use equipment, tools, media and other materials in constructing, servicing, installing and repairing cable plant and other telecommunications systems, facilities, and equipment.
4. Locate and trace trouble in telecommunications systems and equipment.
5. Work effectively from blueprints, schematic diagrams, sketches, drawings, and instructions.
6. Communicate clearly and effectively, both orally and in writing.
7. Prepare clear, concise and accurate records and reports.
8. Exercise sound independent judgment within procedures and guidelines.
9. Establish and maintain effective working relationships with OCDE managers, site administrators, staff, contractors, vendors, and others encountered in the course of work.
10. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or high school equivalency test, completion of a two-year program in electronics at a recognized college trade school; and three years of progressively responsible experience in the installation, troubleshooting, testing and repair of cable plant and telecommunications equipment, devices and facilities for a large, multi-site system with multiple end user departments; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under OCDE's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; hear to distinguish equipment operating sounds and signal warnings; use hands to finger, handle and feel objects or controls; and reach with hands and arms to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, twist, crawl, climb and balance to access materials or equipment, and lift and or move up to 50 pounds and lift up to 100 pounds with assistance from ground, waist and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision, use of both eyes, peripheral vision, depth perception, ability to distinguish basic colors and shades and the ability to adjust focus.

Must pass a pre-employment physical examination related to job duties/assignments and in accordance with relevant codes and regulations.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, documents and information; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions; and interact with site administrators, managers, staff, contractors, vendors, and others encountered in the course of work.

WORK ENVIRONMENT

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

Employees frequently work in outside weather conditions and on slippery and uneven surfaces. Employees are frequently exposed to wet or humid conditions, fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. Employees occasionally perform work in vaults and tunnels and are exposed to biological hazards. The noise level in the work environment is frequently loud.

Incumbents are subject to 24-hour emergency call out in the event of major telecommunications problems and outages.