

TELECOMMUNICATIONS AND SYSTEMS ANALYST

Job Summary:

Under general supervision from the Information Technology Manager, provides support to city staff and works with vendors to maintain, repair and support microcomputer, telecommunication and Wide Area Network (WAN) equipment.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Evaluates, procures, installs and maintains data networks and telecommunications systems.
2. Supports local and wide area data and telecommunications networks.
3. Evaluates, tests, procures, installs, and implements new equipment, hardware and software technologies.
4. Confers with departments, determines requirements, develops specifications and request for proposals, evaluates proposals, selects new products and manages project implementation resources and schedules.
5. Trains technical staff and users of equipment and software.
6. Provides support for communications problems and interacts with vendors to resolve problems and re-establish service.
7. Designs and coordinates the installation of data and telecommunications cabling for the City.
8. Administers central telephone switches, key systems, voice and data circuits and services, cellular phones and pager resources.
9. Provides communications solutions to departments to accommodate their business needs.
10. Administers telecommunications and network databases including but not limited to, Firewalls, Spam ware, Cisco ware, PBX's, Voicemail.
11. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Bachelor's degree in computer science, management information systems, telecommunications management or related field and three (3) years full-time paid experience in the design, repair, and maintenance of telecommunications, operating systems and computer systems. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Design, installation, configuration, operation and maintenance of data and telecommunications networks including equipment and software.
- Telecommunications systems and services including telephone switches; voicemail systems; cabling systems; voice, data and video circuits; and equipment and services from telecommunications providers.
- Network systems and services including switches, routers, hubs, bridges, firewalls, virtual private networks and gateways.

- Network services and protocols including but not limited to T1's and T3's circuit.
- New computer programs and systems.
- Basic electronics required for wiring terminals and installing and operating telecommunication and data network equipment.
- Operation of a variety of computers and related equipment.
- General record keeping practices.
- Basic purchasing practices and contract administration.
- Cost analysis.
- Training principles.
- Effective methods of report presentation.
- Office practices and procedures.
- Research, statistical and analytical methods.
- City organization, operations, policies and objectives.

Skill and/or Ability to:

- Evaluate telecommunication and computer hardware and software and make appropriate recommendations for purchase of equipment.
- Diagnose, troubleshoot and solve complex network and telecommunications equipment and software problems and repairs.
- Support complex telecommunications systems and services including telephone switches; voicemail systems; cabling systems; voice, data and video circuits, and equipment and services from telecommunication providers.
- Support complex systems and services including switches, routers, hubs, bridges, firewalls, virtual private networks and gateways.
- Provide effective customer service.
- Operate a variety of computers and peripheral equipment.
- Maintain accurate records and prepare clear and concise reports.
- Establish and maintain effective working relationships with others.
- Understand and carry out complex oral and written instructions.
- Maintain confidentiality.
- Identify and analyze problems and take effective corrective action.
- Compile, analyze and evaluate data.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, crouch, kneel, reach and bend.
- Require the mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand for long periods.

- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- May be required to work around electrical current and moving mechanical parts.
- Is subject to inside environment conditions.
- Required to work at a computer terminal for prolonged periods.
- May be required to attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.