

## **TELECOMMUNICATIONS TECHNICIAN TRAINEE**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a trainee position that involves learning the skills necessary to be proficient in the service, maintenance, repair and installation of the county telephone system. The incumbent learns to install and diagnose problems with telecommunications equipment and cabling, encompassing both analog and digital technologies. Trainees work closely with a Telecommunications Technician to acquire the knowledge, skill and ability to advance to the journey level position. Under the direct supervision of the Telecommunications Manager, the Telecommunications Technician Trainee performs modifications, moves, changes and installations of telephone service for all county facilities. Employees are also responsible for preventative maintenance of telephone equipment. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Learns to:

Respond to trouble reports from departments and to perform required remedial actions;  
Perform scheduled moves, changes and additions to telephone systems;  
Maintain, repair and install PBX hardware, VoIP Systems, key systems, wire, cable, jacks and telephone apparatus;  
Perform scheduled preventative maintenance on lines, trunks and switches;  
Assist Telecommunications Manager or Telecommunications Technician in planning moves, changes and additions to telephone systems;  
Program and key systems for all moves, adds and changes to telephone systems;  
Maintain spreadsheets and databases of telecommunication information for inventory and billing purposes;  
Maintain inventories of repair items and tools;  
Interpret oral and written instructions including technical manuals, drawings, blueprints and specifications;  
Perform bench repair of station apparatus and returns defective equipment.

### **ENTRY LEVEL KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of telephone switching principles, practices and terminology;  
Ability to learn to troubleshoot and repair, PBX and various voicemail systems;  
Ability to learn to install PBX hardware, cabling, wire and station equipment;  
Ability to learn to read and interpret technical manuals, schematics drawings and blueprints;  
Ability to work well with others;  
Ability to learn switch database preparation;

Ability to operate hand tools such as volt/ohmmeter, drills, and screwdriver;  
Ability to communicate effectively both orally and in writing;  
Good computer skills;  
Good judgment.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma and two years' experience in the installation, maintenance or repair of electrical or mechanical systems and equipment.

NOTE: Successful completion of coursework at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees in computer science, electronics, electrical technology, mechanical or electrical engineering or technical curriculum which relates to electrical construction or maintenance or repair of electronic equipment, may be substituted for the required experience on a year-for-year basis.

SPECIAL REQUIREMENT AT TIME OF APPOINTMENT: Possession of the appropriate level Motor Vehicle Operator's License.

NOTE: This is a trainee position in the competitive class. Appointment following examination is for a one year term during which time the incumbent learns the basics of the Telecommunications Technician position. Training is on-the-job but may require academic assignment. Promotion upon successful completion of the training period may be made without further examination to the position of Telecommunications Technician.

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COMPETITIVE