

Title: Telecommunications Services Coordinator
PG: 47
Status: Civil Service
Position Reports to: Designated Supervisor
Department: Various

Class Code: 6072
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is responsible customer and vendor contact work dealing with the City of Lakeland's telephone systems. Work involves communication and follow-up with customers and vendors for the installation, operation and maintenance of telephone and data telecommunications equipment. Responsibility includes the identification of equipment installation, repair and maintenance activities with users and vendors. The position is also responsible for recommending efficiencies and developing practical operating procedures for usage of telephone equipment, software and peripherals. Work is performed with considerable independence within the framework of general policies and procedures, and requires the exercise of initiative and judgment. An employee in this classification is responsible for the security, accounting, record-keeping and quality control of all telecommunications areas as assigned. Performance is reviewed through the analysis of reports, conferences and evaluation of results achieved.

ESSENTIAL FUNCTIONS:

1. Provides customer liaison in the configuration, installation, operation and maintenance of telephone switches, and key telephone systems, voice mail systems, and all attached peripheral equipment.
2. Discusses hardware and software options available with departments or divisions and recommends how their needs can be coordinated into the City's telecommunication network.
3. Participates in writing, reviewing and recommending the award of bids for telecommunications equipment and services.
4. Organizes and conducts training classes on the functions of telephones, voice mail and peripheral devices.
5. Maintains the Emergency Operations Center (EOC) and Public Information Office of the EOC's telephone systems and their peripheral equipment and responds in emergency situations.
6. Participates in establishing and maintaining security on all telephone and voice mail systems.
7. Maintains a database of internal and external circuits and telephone and phone mail configuration data.
8. Assists in verification of circuits, equipment, maintenance and long distance bills for accuracy.
9. Participates in establishing telecommunications budgets for all City departments and divisions and tracks their expenditures.
10. Assists in maintaining inventory records on all City telephones by department and division.
11. Prepares and maintains related records and reports.
12. Supports and assists Central Office technicians in the daily analysis and resolution of telephone trouble.
13. Assists in the maintenance of essential Central Office databases such as Phone Mail, ACD, Emergency 911, and Caller ID.
14. Receives and resolves customer questions and complaints in all phases of the telephone Central Office structure.
15. Takes customer trouble calls and maintains a work order system for Central Office technicians.
16. Provides up-to-date information for monthly telecommunications billing of all City departments.
17. Produces management reports from telephone databases for accounting and management review.

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ADDITIONAL RESPONSIBILITIES:

1. May supervise clerical support employees as required.
2. Participates in renovation or construction projects to recommend changes to existing telephone systems or installation of new telephone equipment.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Considerable knowledge of PBX and Central Office switching equipment, key telephone equipment, voice mail software and hardware.
2. Must be knowledgeable about working in a telephone Central Office or PBX environment.
3. Ability to learn the operation of the City, its departments and divisions and their functions.
4. Ability to learn and apply new technology and developments to meet the City's needs.
5. Ability to communicate effectively, both verbally and in writing.
6. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited college with an Associates Degree and major course work in telecommunications.
2. Two (2) years of experience in the configuration; installation and operation of telecommunications systems.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.