

TITLE: COMUNICATION SPECIALIST I-VI

DEFINITION: Under supervision, maintains, installs, repairs, plans and designs communications systems and equipment.

DISTINGUISHING CHARACTERISTICS:

Grade Level I	Under direct supervision, maintains, operates and installs electronic equipment and/or performs entry-level technical work.
Grade Level II	Under general supervision, maintains, operates and installs electronic equipment and/or performs entry-level technical work. May act in a lead capacity.
Grade Level III	Under limited supervision, performs maintenance and installations on complex electronic equipment and communications systems or performs specialized technical work. May supervise and train subordinate personnel.
Grade Level IV	Under limited supervision, designs, plans, monitors, and installs complex electronic equipment and communications systems, performs specialized technical work and/or leads large projects.
Grade Level V	Under general direction, provides others with work direction and project supervision and acts as a technical advisor during complex problem solving processes or communication system designs or installations. Grade V requires a four-year college degree with major coursework in computer science, engineering or related field.
Grade Level VI	Under general direction, manages the day-to-day operations of technical and professional staff that specialize in the design, installation and maintenance of communication systems. Grade VI requires a four-year college degree with major coursework in computer science, engineering or related field.

EXAMPLES OF DUTIES:

- May act in a lead or supervisory capacity;
- Adapts, assembles, installs, and operates electronic equipment (e.g. speakers, microphones, antennae; cabling, computer terminals, modems; uses diagnostic test equipment, computers; intercom/paging/telephone/alarm reporting systems, etc.);
- Maintains and repairs electrical equipment and/or inventory;
- May perform installation, repair, maintenance, configuration and upgrades of telephones, key systems and PBX's;
- May perform installation, repair, maintenance, configuration and upgrades of data communication equipment such as hubs, routers and switches;
- May perform installation, repair, maintenance, configuration and upgrades of Local Area Network Servers;
- Provides effective customer service by keeping customers informed of progress, ensuring satisfaction, providing advice, etc.
- May develop, conduct, or implement in-service training programs, safety programs, field tests, and/or work inspections;

COMMUNICATION SPECIALIST I-VI (continued)

- May act as a project leader or liaison between user departments and the communications groups;
- May perform complex and detailed cost benefit analysis and feasibility studies;
- May represent the City during meetings with other regulatory bodies;
- May ensure strict enforcement and compliance with safety regulations;
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

- Two-year college degree with major coursework in computer science, telecommunications or related field and two years of related experience, one of which must be equivalent to a Systems Technician, **OR** completion of a certificate program or technical school in computer science or related field and two years of related experience, one of which must be equivalent to a Systems Technician, **OR** a four-year college degree with major coursework in computer science or related field and one year of experience equivalent to a Systems Technician;
- Experience may be substituted for education on a year-for-year basis;
- Some positions require an extensive background investigation;
- A valid California Driver's License is required;
- Some positions may require an appropriate FCC license, certificate or permit;
- Ability to communicate effectively, both orally and in writing;
- Willingness and ability to work overtime, weekends, holidays and to be on-call when necessary;
- Understanding and adherence to all safety regulations required for the work being performed;
- Must be able to safely lift and move up to 40 pounds;
- Must possess accurate color perception;
- May need the ability to work from heights.

HISTORY:

- Established: 10/01/1999
- Grade Level I consolidated with Data Communications Technician II and Electronic Communications Technician I.
- Grade Level II consolidated with Programmer Analyst II, Data Communications Technician III and Electronic Communications Technician II.
- Grade Level III consolidated with Systems Programmer I, Electronic Communications Coordinator and Electronic Communications Technician III.
- Grade Level IV consolidated with Communications Network Specialist II and Electronic Communications Coordinator.
- Approval/Adoption Date: 7/12/2000