

Telecommunication Systems Coordinator II

DEFINITION

This class provides supervisory senior-level administration and support of a variety of radio and telecommunications systems such as alphanumeric pagers, cellular telephones, smartphone devices, radio headsets and other portable radio devices, voice loggers and GPS receivers.

Incumbents will be responsible for the installation, monitoring, setup and testing of the described systems. Employees will also maintain close relationships with the City of Edmonton Information Technology (IT) Department and outside vendors/contractors for the purpose of product troubleshooting, maintenance and repairs.

Incumbents will also be responsible for establishing procedures within established standards. Administrative duties, such as ordering, inventory management and maintenance are also performed.

COMPLEXITY OF WORK

Incumbents are involved in the implementation and subsequent maintenance of department radio and telecommunications systems. Responsibilities include information gathering for the purposes of problem remediation, contacting and coordinating external vendors/contractors when services are required and administrative maintenance such as ordering and inventory.

Work is performed under the guidance of established departmental policies. Unit procedures are typically developed by this classification. Decision making on day-to-day activities are made independently with the major project decisions and commitments referred to a supervisor. Decisions made by the Senior Coordinator generally take the form of recommendations on new equipment to the supervisor. Major work objectives are reviewed regularly by a supervisor.

Contact is made regularly with external vendor/contractors, members of management for problem/needs assessment and solution coordination and internal service providers such as IT, Building Maintenance and Logistics as needed to assist in product installation and modifications.

WORKING CONDITIONS

Work is performed in several environments occasionally operating in a 24 hour standby condition.

A portion of duties are performed in a typical office environment, as the employee is required to sit for prolonged periods using a computer keyboard, mouse and monitor. Prolonged periods of telephone use may also be required due to recurring contact with IT and outside vendors during periods of troubleshooting and technical support.

Work is also performed in potentially high noise environments, such as server rooms, and heavy lifting may also be required. These environments would be encountered during the installation, testing and maintenance duties performed.

SERIES SEPARATOR

Work at this level is distinguished from the Telecommunication Systems Coordinator level by the broader scope of the work performed, the level of supervision exercised, the higher level and frequency of internal and external contacts and the nature of the work assigned.

TYPICAL DUTIES

- Supervises and directs the work of subordinate positions.
- Installs, tests and monitors a variety of radio and telecommunications systems such as alphanumeric pagers, cellphones, smartphone devices, radio headsets and other portable radio devices, voice loggers and GPS receivers.
- Maintains radio and telecommunications systems in an optimum performance state.
- Performs required diagnostic tests of systems and equipment and implements remedial procedures if required.
- Provides information to City of Edmonton IT and external vendors for the purposes of troubleshooting, maintenance and repairs.
- Provides consultative advice and technical information to clients concerning the effective use and care of radio and telecommunications systems.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to diagnose and resolve complex problems with a large variety of equipment or the ability to initiate proper remedial procedures to restore function as quickly as possible.
- Ability to provide advanced level technical guidance to clients including proper use and care of equipment.
- Ability to plan complex equipment installations.
- Ability to schedule and facilitate/coordinate administrative functions related to major projects.
- Knowledge of the technological relationship and interactions between supported systems.
- Knowledge of the organizational structure and priorities of the business area being supported.

- Knowledge of current trends and developments in telecommunications technology, including the ability to apply new technologies to current systems.
- Knowledge of applicable security and departmental policies and procedures.
- Advanced knowledge of recognized applicable principles, methods and procedures related to radio and telecommunication systems.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade supplemented by a diploma in a related field of study (e.g. Telecommunication Technology) with a minimum of four (4) years of related working experience is required.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

TELECOMMUNICATION SYSTEMS COORDINATOR II.DOC

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	2107		2108	
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