**Series Purpose:**
The purpose of the telecommunications technician occupation is to install, repair & maintain telecommunications & electronic data processing equipment for assigned agency on statewide, multi-agency network, & if assigned, to install, remove, repair & test radio equipment.

At the lower levels, incumbents install, repair & maintain telecommunications & electronic data processing equipment for assigned agency or statewide, multi-agency network, & if assigned, install, remove, repair & test radio equipment.

At the higher levels, incumbents lead, supervise or manage agency or system telecommunications operations, & in some cases, also radio operations.

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Number</th>
<th>Pay Range</th>
<th>Effective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunications Technician 1</td>
<td>52411</td>
<td>08</td>
<td>01/09/2005</td>
</tr>
<tr>
<td><strong>Class Concept:</strong></td>
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<tr>
<td>The developmental level class works under immediate supervision &amp; requires working knowledge of electronics in order to learn to install, test, repair &amp; maintain telecommunications &amp; electronic data processing equipment &amp; peripheral network materials (e.g., cables, telephone lines, circuit boards, controllers, multiplexers) for assigned agency, or in Department of Administrative Services, to learn to operate, test, install &amp; maintain voice &amp; data communications equipment on statewide, multi-agency telecommunications network, or in Department of Natural Resources, to learn to &amp; assist higher-level telecommunications staff in installation, removal, repair &amp; testing of telecommunications &amp; electronic data processing equipment peripheral network materials &amp; mobile, portable, marine &amp; hand-held two-way radios.</td>
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| Telecommunications Technician 2 | 52412        | 10        | 01/09/2005  |
| **Class Concept:**               |              |           |             |
| The full performance level class works under general supervision & requires considerable knowledge of electronics in order to install, test, repair & maintain telecommunications & electronic data processing equipment & peripheral network materials (e.g., cables, telephone lines, circuit boards, controllers, multiplexers) for assigned agency, or in Department of Administrative Services, to operate, test, install & maintain voice & data communications equipment on statewide, multi-agency telecommunications network, or in Department of Natural Resources, to install, remove, repair & test telecommunications & electronic data processing equipment & peripheral network materials & base station & repeater two-way radios. |

| Telecommunications Technician Coordinator | 52413 | 11 | 01/09/2005 |
| **Class Concept:**               |              |           |             |
| The advanced level class works under direction & requires thorough knowledge of electronics in order to coordinate agency or system telecommunications network operations (i.e., installation, testing, repair & maintenance of telecommunications & electronic data processing equipment & peripheral network materials [e.g., cables, telephone lines, circuit boards, controllers, multiplexers]) for assigned agency, or in Department of Administrative Services, to act as lead worker (i.e., provide work direction & training) over lower-level telecommunications technicians & coordinate troubleshooting, correcting of user telecommunication problems, installation, operation, testing & maintenance of voice & data communications equipment on statewide, multi-agency telecommunications network, or in Department of Natural Resources, to act as lead worker (i.e., provide work direction & training) over lower-level telecommunications technicians & coordinate troubleshooting, correcting of user telecommunication problems & installation, removal, repair & testing of electronic data processing equipment & portable, mobile & hand-held two-way radios to include base station & repeater two-way radios. |
CLASS TITLE
Telecommunications Technician Manager

CLASS NUMBER
52417

PAY RANGE
14

EFFECTIVE
01/09/2005

CLASS CONCEPT:
The management level class works under administrative direction & requires thorough knowledge of electronics or data processing in order to plan & direct telecommunications technician section comprised of two or more units (i.e., hardware support, planning & control, system administration) & supervise supervisory personnel for assigned agency; or in Department of Administrative Services, to manage telecommunications section comprised of two or more units (i.e., hardware support, planning & control & system administration) in overall operation of statewide multi-vendor, multi-agency telecommunications network & supervise supervisory personnel; or plan & direct installation, configuration & maintenance of Division of State Highway Patrol's computer systems & supervise assigned electronic technicians & other paraprofessional/professional employees, or in Department of Natural Resources, to plan, design & implement overall operations for installation, removal, repair & testing of telecommunications &/or electronic data processing equipment & peripheral network materials & radio equipment to include base station & repeater two-way radios & supervise assigned telecommunications technician personnel.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Learns to install, test, repair & maintain non-intelligent &/or intelligent electronic data processing &/or voice telecommunications equipment/devices (e.g., terminals, modems, printers, telephones) & peripheral network materials (e.g., cables, telephone lines, circuit boards, controllers, multiplexers), assists in connecting cables, checking proper operation of equipment/devices & trouble-shooting & correcting problems & learns to operate testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools for assigned agency; or in Department of Administrative Services, learns to operate, test, install & maintain voice & data communications equipment (e.g., modems, terminals, multiplexers) on statewide, multi-agency telecommunications network; or in Department of Natural Resources, learns to & assists higher-level telecommunications staff in installation, removal, repair & testing of telecommunications &/or electronic data processing equipment & peripheral network materials & mobile, portable, marine & hand-held two-way radios.

Assists in maintaining inventory &/or billing records; removes & stores excess cable; transports equipment to office locations; assists in training users in use &/or repair of equipment; reads technical manuals & instructions; operates personal computer.

MAJOR WORKER CHARACTERISTICS:
Knowledge of electronics or telecommunications; installation, repair & maintenance of telecommunications &/or electronic data processing equipment*; fractions, decimals, percentages. Skill in use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools*. Ability to deal with several variables within familiar context; read technical manuals & instructions; move limbs/fingers easily to perform manual functions.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of associate core program in electronics or telecommunications.

-Or 12 mos. exp. in installation, repair & maintenance of telecommunications &/or data processing equipment &/or radio equipment, with experience to be commensurate with approved Position Description on file.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
In Department of Administrative Services & Bureau of Workers’ Compensation: Some overnight travel within state required; must work as essential employee; must submit to & pass personal background check; must agree to & sign Department of Administrative Services’, Division of Computer Services, or Bureau of Workers’ Compensation, Management Information Systems, Code Of Responsibility for security & confidentiality of data files & safeguarding of state &/or Ohio Bureau of Workers’ Compensation assets. In Department of Job & Family Services, overnight travel within state required.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)
Installs, tests, repairs & maintains electronic data processing &/or voice telecommunications equipment (e.g., terminals, modems, printers, telephones) & peripheral network materials (e.g., cables, telephone lines, circuit boards, controllers, multiplexers), connects cables & wiring, checks equipment for proper operation, troubleshoots network problems by testing equipment & lines, repairing equipment or by contacting service vendors & operates testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools for assigned agency or on statewide, multi-agency telecommunications network; or in Department of Natural Resources, installs, removes, repairs & tests telecommunications &/or electronic data processing equipment & peripheral network materials & base station & repeater two-way radios.

Measures & inspects buildings & offices to determine location of equipment & cables; orders cables, parts &/or other equipment; removes & stores excess cable; transports equipment to office locations; maintains inventory & records of equipment; configures & builds telecommunications cables; prepares billing documents; reads technical manuals & instructions; operates personal computer; in Department of Natural Resources, installs, removes, repairs & test mobile, portable, marine & hand-held two-way radios.

Trains users in use &/or repair of equipment; trains lower-level telecommunications technicians in installation & repair of equipment.

MAJOR WORKER CHARACTERISTICS:
Knowledge of electronics or electronics engineering; employee training & development*; installation, repair & maintenance of telecommunications &/or electronic data processing equipment; inventory control & agency purchasing/billing procedures*. Skill in use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools. Ability to deal with variety of variables in somewhat unfamiliar context; read technical manuals & instructions; move limbs/fingers easily to perform manual functions.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of associate core program in electronics or electronic engineering; 12 mos. exp. in installation, repair & maintenance of telecommunications &/or electronic data processing equipment &/or radio equipment, with experience to be commensurate with approved Position Description on file.

-Or 12 mos. exp. as Telecommunications Technician 1, 52411.

NOTE: If position requires work on base station & repeater, applicants must also hold General Radio Telephone Operator's License issued by Federal Communications Commission, or be certified by one of following: Society of Broadcast Engineers, National Association of Business & Educational Radio, Inc., International Society of Certified Electronic Technicians, National Association of Radio & Telecommunications Engineers, Inc., Associated Public Safety Communications Officers, Inc., or any other private industry certificate recognized by FCC to fulfill requirement of 47CFR90.433.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
In Department of Administrative Services & Bureau of Workers' Compensation: Some overnight travel within state required; must work as essential employee; must submit to & pass personal background check; must agree to & sign Department of Administrative Services', Division of Computer Services, or Bureau of Workers' Compensation, Management Information Systems, Code Of Responsibility for security & confidentiality of data files & safeguarding of state &/or Ohio Bureau of Workers' Compensation assets. In Department of Job & Family Services, overnight travel within state required.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Coordinates & monitors agency or system telecommunications network operations (i.e., installation, testing, repair & maintenance of electronic data processing &/or voice telecommunications equipment & peripheral network materials), receives user requests for network changes & investigates feasibility of changes, assigns & reviews work of telecommunications technicians as lead worker & coordinates troubleshooting & correcting of user telecommunications problems for assigned agency or statewide multi-agency telecommunications network; or in Department of Natural Resources, acts as lead worker (i.e., provides work direction & training) over lower-level telecommunications technicians & coordinates troubleshooting, correcting of user telecommunications problems & installation, removal, repair & testing of electronic data processing equipment & peripheral network materials & radio equipment to include base station & repeater two-way radios.

Installs, tests, repairs & maintains electronic data processing &/or voice telecommunications equipment (e.g., terminals, modems, printers, telephones) & peripheral network materials (e.g., cables, telephone lines, circuit boards, controllers, multiplexers); orders equipment &/or cable & maintains inventory; prepares site preparation descriptions; monitors billing activities.

Assists users with plans for installation, upgrade &/or removal of equipment/devices; attends meetings with users; coordinates service with outside vendors (e.g., Ohio Bell, A.T.& T., UNISYS).

MAJOR WORKER CHARACTERISTICS:
Knowledge of electronics or computer science/electronic data processing; employee training & development; installation, repair & maintenance of telecommunications &/or electronic data processing equipment; inventory control & agency purchasing/billing procedures*. Skill in use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools. Ability to deal with variety of variables in somewhat unfamiliar context; read technical manuals & instructions; move limbs/fingers easily to perform manual functions.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of associate core program in electronics, electronic engineering or computer science; 24 mos. exp. in installation, repair & maintenance of telecommunications &/or electronic data processing equipment/devices; 3 mos. trg. or 3 mos. exp. in employee training &/or development.

-Or 12 mos. exp. as Telecommunications Technician 2, 52412.


-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
In Department of Administrative Services & Bureau of Workers' Compensation: Some overnight travel within state required; must work as essential employee; must submit to & pass personal background check; must agree to & sign Department of Administrative Services', Division of Computer Services, or Bureau of Workers' Compensation, Management Information Systems, Code Of Responsibility for security & confidentiality of data files & safeguarding of state &/or Ohio Bureau of Workers' Compensation assets.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans & directs telecommunications technician section comprised of two or more units (e.g., hardware support, planning & control, system administration), supervises telecommunications technician supervisors &/or other supervisory personnel, monitors section activities, participates in agency long-range planning for purchasing, designing & installing telecommunications equipment, evaluates cost & feasibility of telecommunications testing equipment & vendor products, prepares or assists in preparation of section budget, monitors expenditures & develops & implements changes in section operations for assigned agency; or in Department of Administrative Services, plans & directs activities of telecommunications section comprised of two or more units (e.g., hardware support, planning & control, system administration) in overall operation of statewide multi-vendor, multi-agency voice & data communication network & supervise supervisory personnel; or plans & directs installation, configuration & maintenance of Division of State Highway Patrol's computer systems & supervises assigned electronic technicians & other paraprofessional/professional employees (e.g., systems analyst); or in Department of Natural Resources, plans, designs & implements overall operations for installation, removal, repair & testing of telecommunications &/or electronic data processing equipment & peripheral network materials & radio equipment to include base station & repeater two-way radios & supervises assigned telecommunications technician personnel.

Analyzes, controls & plans changes in telecommunications network; designs overall layout of equipment; prepares documentation for operation & troubleshooting of equipment/devices; schedules installations & anticipates problems.

Establishes & maintains user relations; meets with users regarding plans, problems &/or operations; coordinates section activities with other agency personnel.

MAJOR WORKER CHARACTERISTICS:
Knowledge of electronics; data processing; management*; supervisory principles/techniques; computer operations; installation, repair & maintenance of telecommunications &/or electronic data processing equipment; inventory control & agency purchasing/billing procedures; budgeting. Skill in operation of computer terminal. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical manuals & instructions.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of associate core program in electronics, electronic engineering or computer science; 24 mos. exp. in installation, repair & maintenance of telecommunications &/or electronic data processing equipment/devices; 12 mos. trg. or 12 mos. exp. in computer operations; 12 mos. trg. or 12 mos. exp. in supervisory principles/techniques.

-Or 12 mos. exp. as Telecommunications Technician Supervisor, 52416.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
On call 24 hrs./day, 7 days/week; work may involve operation of computer terminal for long periods of time; must work as essential employee; must submit to & pass personal background check; must agree to & sign Department of Administrative Services', Division of Computer Services, or Bureau of Workers' Compensation, Management Information Systems, Code Of Responsibility for security & confidentiality of data files & safeguarding of state &/or Ohio Bureau of Workers' Compensation assets. In Department of Job & Family Services, overnight travel within state required.