COMMUNICATION SPECIALIST II
Infrastructure Division

DEFINITION
Under general supervision, to support the administration of communication network infrastructure including radio, wired & wireless data, telecom/VoIP (Voice over Internet Protocol); and perform other work as assigned.

DISTINGUISHING CHARACTERISTICS
This is the journey level classification in the network and communication series of the Infrastructure Division of IT, which provides support for agency voice and data communication networks. Incumbents provide a full range of moderately difficult activities necessary to support complex, high-impact networks and technologies relied upon by a large amount of the organization in a relatively independent fashion. Errors may result in loss of customer/user time and or data and may have substantial impact on department image.

REPORTS TO
Network Administrator
Communications Manager
Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED
None.

EXAMPLES OF DUTIES
Duties include but are not limited to the following:
- Performs advanced level service, installations, and upgrades of various communication infrastructure including radio, telecommunication, and data.
- Assists with the design, configuration, and implementation of communication network infrastructure.
- Supports end-users and subscribers to ensure proper installation, configuration, and programming necessary to keep communication equipment functioning.
- Oversees and ensures the development of high quality documentation pertaining to configuration and troubleshooting for communication networks.
- Makes recommendations and modifies network configurations to improve efficiency and cost effectiveness based on traffic, usage, and performance reports.
- Reviews and analyzes specifications to ensure compliance with standards and proper installation.
- Researches feasibility, cost, equipment needs, and time constraints/allocations for assigned projects.
- Travels to remote site to transport related equipment as necessary.
- Participates in relevant meetings and discussions.
- May provide basic mentoring, training, and coordination for junior staff.
- Performs other related duties as assigned.

QUALIFICATIONS

Working knowledge of:
- Telecommunication practices and principles, including wired and wireless networks, VoIP communication systems, video conferencing, and related services.
- Radio communication systems and associated infrastructure.
- The principles, practices and methods of installing, maintaining, and supporting communication networks and cable plant infrastructures.
- The principles, practices, terminology and trends in network, wireless and telecom/VoIP communication systems and services.
- Methods and techniques of troubleshooting network, wireless or VoIP related hardware, software and interconnectivity problems.
- Problem analysis techniques such as Root Cause Analysis.

Some knowledge of:
- The principles, practices and methods of project management.
- General knowledge of Requests for Proposals (RFP) and Feasibility Study Reports (FSR).
- Proper telecommunication and radio equipment operation, usage and procedures.

Ability and willingness to:
- Guide the installation, maintenance, and monitoring of critical communication systems.
- Oversee and assist with the maintenance of a variety of technical service records and documentation.
- Operate applicable troubleshooting equipment and analyze cable problems using appropriate test equipment.
- Monitor networks to analyze performance issues or faults, and determine corrective action.
- Interpret customer/user requirements and use engineering techniques to design network and transmission systems.
- Mentor fellow staff on relevant networking and communication system topics.
- Read, interpret and apply information from complex technical publications and documentation.
- Present complex topics to technical and non-technical audiences.
- Distinguish color-coded wires.
- Lift items weighing up to 40 pounds.
- Work in confined/cramped body positions and climb ladders to work at elevations of 4-12 feet.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.

TRAINING AND EXPERIENCE:
Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

An Associate's Degree from an accredited college or university in a computer related field and two (2) years of experience working with communication networks;

<div align="center">OR</div>

Formal training in radio communication systems, valid CCNA, or related voice or network certification and three (3) years of experience in a network or radio related field.

TYPICAL PHYSICAL REQUIREMENTS
Ability to perform physical work that includes lifting items up to fifty pounds, climbing ladders in excess of 12 feet, towers (with proper training), working in confined/cramped body positions, and distinguishing color coding.

TYPICAL WORKING CONDITIONS
Work is generally performed indoors though a considerable amount will take place in the field.

SPECIAL REQUIREMENTS:
- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift including On-Call/After-Hours emergency support.

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Salary Range 79