

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## TELECOMMUNICATIONS SPECIALIST SENIOR

### DEFINITION

This job classification is used only by the Iowa Communications Network and the Department of Public Defense.

Performs advanced technical work in the design, programming, implementation, operations, performance, support work and marketing and promotional activities related to the following Iowa Communications Network (ICN) products: PBX telecommunication systems, tandem switching system, router network, or switched and dedicated video services; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Provides maintenance, provisioning and management functions associated with an ICN product; works with customers and staff to share information and assistance.

Monitors network performance; provides reports on problem areas both with ICN systems and private companies connected to ICN; creates and analyzes network reports to identify network trends and initiate corrective action.

Performs project planning and implementation relating to customer service requests; maintains accurate and current network documentation and configurations, including tracking hardware and software revisions; informs management on status of projects and any network issues.

Makes presentations to demonstrate capabilities of ICN products and services; makes detailed cost estimates based on customer requirements; acts as primary project manager, initiating the request for services and interfacing with the ICN service order center, engineers and the customer; mediates and resolves differences.

Assists in the review and assessment of user needs and the evaluation and selection of equipment and services; provides technical support for other agencies and ICN divisions.

Plans and specifies requirements for future network management products and systems, including current equipment and service upgrades.

Performs engineering for design support for users, connectivity from other states and the federal government, and other ICN networking applications; oversees the ICN maintenance contractor in resolving problems in service delivery; works with the ICN transition design team for the overall upgrade of the ICN.

### COMPETENCIES REQUIRED

Knowledge of the ICN product and services area assigned.

Knowledge of principles, practices, terminology, improvements, and developments in the telecommunications industry.

Ability to understand and apply industry voice, data, and video standards to the ICN.

Ability to produce work that requires extreme accuracy with few errors in short time frames.

Ability to be creative with own ideas and to incorporate the ideas of others.

Ability to express ideas and facts to individuals or groups effectively; make clear and convincing oral presentations; listen to others; facilitate an open exchange of ideas.

Ability to adapt and work effectively with a variety of situations, individuals or groups.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to eight years of full-time telecommunications work specializing in one of these product or services areas: PBX systems, router networks, switched and dedicated video services, tandem switching system or closely related area;

OR

an equivalent combination of education and experience, substituting thirty semester hours of accredited post high school education with major coursework Digital Telephony, Video Networking or in an area related to Digital Communications/Networking for each year of the required experience to a maximum of four years.

Effective Date: 09/12 BR