

## TELECOMMUNICATIONS

## OCCUPATIONAL GROUP [312]

TELECOMMUNICATIONS ASSOCIATE (DATA)Duties and Responsibilities

This class of positions encompasses performance of other than engineering functions necessary to the delivery of data telecommunications service. Work includes analytical, technical, administrative, supervisory, and/or related data telecommunications tasks necessary for the selection, procurement, installation, testing, operation, evaluation, modification, financial control, and/or usage control for data telecommunications systems, equipment, and services. In a data network environment conducts or supervises troubleshooting, repair and ongoing maintenance of digital service units, channel service units, intelligent modems and multiplexers, protocol converters, mixing modules, etc. There are four Assignment Levels within this class of positions. All personnel perform related work and, when necessary, perform the duties of lower titles and Assignment Levels.

Assignment Level I

Under supervision, with some latitude for the exercise of independent judgment and initiative, performs data telecommunications assignments of moderate difficulty in the procurement, set-up, operation, and/or maintenance of data telecommunications systems or serves as a data telecommunications analyst, member of a project team, or project manager for data telecommunications projects of moderate scope.

Examples of Typical Tasks

Assists in pre-installation planning. Sets up, resolves problems, repairs, upgrades, modifies and provides ongoing maintenance of hardware and/or software. Performs diagnostic tests and employs other troubleshooting tactics. Provides ongoing monitoring of system. Solicits competitive bids for selected small data telecommunications systems. Prepares reports concerning the status of system problem resolution or repairs, chronic problems, and specifications of installations made. Coordinates and oversees repairs or system problem

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resolution by a vendor or the telephone company. Undertakes interviews of major systems users to determine needs and/or attitudes towards existing systems and services and future requirements. Oversees service contract performance for small city-owned systems. Makes recommendations on appropriate hardware and/or software based on user needs, availability of hardware/software, and/or budgetary considerations. Refers problems as appropriate. Takes and maintains telecommunications equipment inventories. In the temporary absence of the supervisor, may perform the duties of that position.

Assignment Level II

Under general supervision, with latitude for the exercise of independent judgment and initiative: (1) supervises the activities of a functionally defined data telecommunications unit; (2) is responsible for performing highly difficult and complex data telecommunications operations; (3) serves as a technical resource person in the planning, selection and operation of highly complex data telecommunications services; or (4) serves as senior member of a project team or task force. In addition to performing the duties of Assignment Level I at a supervisory and/or more difficult level, performs duties such as the following:

Examples of Typical Tasks

Performs the full range of professional level data telecommunications planning, analytical, research, operational, and/or administrative functions. Oversees complete acceptance testing and/or preventive maintenance for systems and services. Supervises subordinate staff. Supervises daily activities to ensure the reception of data from field sites to update the affected database(s). Prepares and delivers reports concerning overall plans, activities, performance levels, and budgetary compliance of a functionally defined complex data telecommunications unit. Oversees the implementation of large contracts. In the temporary absence of the supervisor, may perform the duties of that position.

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TELECOMMUNICATIONS ASSOCIATE (DATA) (continued)Assignment Level III

Under general supervision, with latitude for the exercise of independent judgment and initiative: (1) supervises the activities of more than one functionally defined data telecommunications unit; (2) is responsible for performing highly difficult and complex data telecommunications operations in a large-scale environment; (3) serves as a technical resource person in the selection and/or operation and planning of highly complex data telecommunications services in a large scale environment; or (4) serves as project leader of a project team or task force. In addition to performing the duties of Assignment Level II at a more complex level, performs duties such as the following:

Examples of Typical Tasks

Supervises more than one data telecommunications unit in the set-up, troubleshooting, repair and ongoing maintenance of network hardware and assists the network manager in identifying appropriate areas for vendor repair. Assists the data telecommunications manager in the development of bid specifications and solicits competitive bids for very large data telecommunications systems. In the temporary absence of the supervisor, may perform the duties of that position.

Assignment Level IV (See Special Note under Qualification Requirements)

Under direction, with considerable latitude for the exercise of independent judgment and initiative, is responsible for performing highly difficult and responsible non-engineering work as a specialist in data telecommunications. In addition to performing the duties of Assignment Level III at a very complex level, performs duties such as the following:

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TELECOMMUNICATIONS ASSOCIATE (DATA) (continued)Examples of Typical Tasks

Serves as an internal consultant on multi-disciplined data telecommunications matters. Directs very complex and important research on data telecommunications projects. Coordinates and supervises multi-disciplined data telecommunications efforts on major projects. Generates proposals and reports of a highly complex nature. Applies in-depth knowledge of legal matters related to data telecommunications. Represents the City and/or the agency on data telecommunications issues at major decision-making levels. Supervises and coordinates the efforts of one or more data telecommunications unit(s) engaged in complex ongoing and special projects. Monitors the movement of information across the network. Distinguishes the formatting differences of asynchronous, synchronous, and data-link protocols. In the temporary absence of the supervisor, may perform the duties of that position.

Qualification Requirements

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or
2. An associate degree from an accredited college including or supplemented by 12 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area and two years of the experience described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and three years of the experience described in "1" above; or

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TELECOMMUNICATIONS ASSOCIATE (DATA) (continued)Qualification Requirements (continued)

4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. College education not used for meeting the minimum requirements in "1" or "2" above may be substituted for experience on the basis of each 30 semester credits of undergraduate college education, including or supplemented by 6 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area may substitute for six months of the experience described in "1" above, up to a maximum of two years of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of the experience described in "1" above.

Special Note - Additional Requirements for Assignment Level IV

To be eligible for placement in Assignment Level IV individuals must have, after meeting the minimum requirements, at least two additional years of full-time experience as follows:

- 1) As a Telecommunications Associate (Data)-Assignment Levels I, II, and III working for the City of New York; or
- 2) Performing analytical, planning, operational, technical, and/or administrative duties in a data telecommunications, electronics planning, electronics management, and/or electronics service environment, one year of which must have been specialized work in a consultative or supervisory capacity.

Direct Lines of Promotion

From: None

To: Telecommunications  
Manager (M 82984)