

TELECOMMUNICATIONS
OCCUPATIONAL GROUP [312]

TELECOMMUNICATIONS ASSOCIATE (VOICE)

Duties and Responsibilities

This class of positions encompasses performance of other than engineering functions necessary to the delivery of voice (telephone) telecommunications service. Work includes analytical, technical, administrative, supervisory, and/or related voice telecommunications tasks necessary for the selection, procurement, installation, testing, operation, evaluation, modification, financial control, and/or usage control for voice telecommunications systems, equipment, and services. 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 voice telecommunications assignments of moderate difficulty in the procurement, set-up, operation, and/or maintenance of voice telecommunications systems or serves as a voice telecommunications analyst, member of a project team, or project manager for voice telecommunications projects of moderate scope.

Examples of Typical Tasks

Assists in pre-installation planning, site preparation, system implementation and acceptance testing tasks. Oversees technicians or vendors performing such tasks as troubleshooting, installing, modifying, repairing and providing ongoing maintenance and monitoring of hardware. Solicits competitive bids from vendors for telephone systems. Prepares reports concerning plans and activities of an assigned project, research findings, cost/needs analyses, and vendor evaluations. Coordinates and oversees implementation of contract by vendor. Interviews systems users to determine needs and/or attitudes towards existing systems and services and future requirements. Makes recommendations on appropriate systems, equipment or services based on user needs, availability of equipment,

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TELECOMMUNICATIONS ASSOCIATE (VOICE) (continued)Assignment Level I (continued)Examples of Typical Tasks (continued)

agency standards, and budgetary considerations. Performs telephone communications analysis and research. Develops criteria for evaluation and evaluates Requests For Proposal (RFPs) from vendors on a technical and financial basis. Clarifies and negotiates contract related matters with vendors. Coordinates and oversees repairs and problem resolution by vendors. Processes and verifies bills, purchase orders and invoices. Takes and maintains telephone equipment inventories. May troubleshoot, modify, repair and provide ongoing maintenance and monitoring of hardware. 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 voice telecommunications unit; (2) is responsible for performing highly difficult and complex voice telecommunications operations; (3) serves as a technical resource person in the planning, selection and operation of highly complex voice 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 the professional level telephone communications planning, analytical, research, operational, and/or administrative functions. Oversees complete acceptance testing and/or preventive maintenance for systems and services. Supervises telephone personnel. Prepares and delivers complex reports on a regular basis concerning overall plans, activities, performance levels, and budgetary compliance of a functionally

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Assignment Level II (continued)

Examples of Typical Tasks (continued)

defined telephone communications unit. Solicits competitive bids for selected telephone systems. Oversees the implementation of large contracts. Oversees service contract performance for large city-owned systems. In the temporary absence of the supervisor, may perform the duties of that position.

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 voice telecommunications unit; (2) is responsible for performing highly difficult and complex voice 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 voice 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 telephone communications unit in the set-up, troubleshooting, repair and ongoing maintenance of equipment and assists the network manager in identifying appropriate areas for vendor repair. Prepares and delivers complex reports on a regular basis concerning overall plans, activities, performance levels, and budgetary compliance of more than one functionally defined telephone communications unit. Assists the telephone communications manager in the development of bid specifications and solicits

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TELECOMMUNICATIONS ASSOCIATE (VOICE) (continued)

Assignment Level III (continued)

Examples of Typical Tasks (continued)

competitive bids for very large telephone systems. Oversees the implementation of selected large contracts, monitors contract compliance and provides recommendations on contract renewals, assessment of liquidated damages, etc., to senior management. 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 voice (telephone) telecommunications. In addition to performing the duties of Assignment Level III at a very complex level, performs duties such as the following:

Examples of Typical Tasks

Serves as an internal consultant on major highly specialized telephone communications matters. Directs very complex and important research on telephone communications projects. Coordinates and supervises multi-disciplined telephone communications efforts on major projects. Generates proposals and reports of a highly complex nature. Applies in-depth knowledge of legal matters related to telephone communications. Represents the City and/or the agency on telephone communications issues at major decision-making levels. Supervises and coordinates the efforts of a team of telephone technicians engaged in complex ongoing and special projects. Makes long-range technical and financial project projections. In the temporary absence of the supervisor, may perform the duties of that position.

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TELECOMMUNICATIONS ASSOCIATE (VOICE) (continued)

Qualification Requirements

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in voice telecommunications (telephone, radio, microwave, fiber optic and cellular service) telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems, and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice 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 voice telecommunications (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems 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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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 voice telecommunication (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems for six months of experience described in "1" above, up to a maximum of two years 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 (Voice)-Assignment Level I, II, and III working for the City of New York; or
- (2) Performing analytical, planning, operational, technical, and/or administrative duties in a voice 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)

DRAFT 10.12.11SS

RESOLVED, That the classification of the Classified Service of The City of New York is hereby amended, in the Competitive Class, subject to Rule XI, under the heading TELECOMMUNICATIONS OCCUPATIONAL GROUP [312], as follows:

I. By deleting the following title:

Title Code Number	Class of Positions	Annual Salary Range Effective 3/3/09		
		New Hire Minimum#	Incumbent Minimum	Maximum
20249	Telecommunications Specialist (Voice)	\$61,266	\$70,456	\$95,630

II. By adding one new Assignment Level to the existing title of Telecommunications Associate (Voice) (20247), as follows:

Title Code Number	Class of Positions	Annual Salary Range Effective 3/3/09		
		New Hire Minimum#	Incumbent Minimum	Maximum
20247	Telecommunications Associate (Voice)	\$36,587	\$42,075	\$95,630
	(Existing) Assignment Level I	\$36,587	\$42,075	\$63,605
	(Existing) Assignment Level II	\$51,053	\$58,711	\$69,969
	(Existing) Assignment Level III	\$54,867	\$63,097	\$76,326
	(New) Assignment Level IV	\$61,266	\$70,456	\$95,630

Employees hired into City Service shall be paid at least the "New Hire Minimum" rate. Upon completion of two years of active or qualified inactive service, such employees shall be paid at least the indicated "Incumbent Minimum" for the applicable title and level that is in effect on the two year anniversary of their original appointments. In no case shall an employee receive less than the stated "New Hire Minimum".

III. Table of Equivalencies

All persons employed in the classes of positions listed under "Present Title," are hereby reclassified, without further examination, with no change in duties or status and at the same salaries they are presently receiving, in accordance with the Table of Equivalencies set forth below:

TABLE OF EQUIVALENCIES

<u>Present Title</u>	<u>Reclassified Title/Level</u>
Telecommunications Associate (Voice) (20247) - Assignment Level I	Telecommunications Associate (Voice) (20247) - Assignment Level I
Telecommunications Associate (Voice) (20247) - Assignment Level II	Telecommunications Associate (Voice) (20247) - Assignment Level II
Telecommunications Associate (Voice) (20247) - Assignment Level III	Telecommunications Associate (Voice) (20247) - Assignment Level III
Telecommunications Specialist (Voice) (20249)	Telecommunications Associate (Voice) (20247) - Assignment Level IV

IV. Terms and Conditions

1. All permanent employees in the title of Telecommunications Specialist (Voice) who are reclassified as shown in the above Table of Equivalencies cannot be reassigned to a lower Assignment Level except in accordance with regular civil service procedures and regulations.
2. All eligible lists which may have been or may be promulgated for the titles listed above under "Present Title" continue to be appropriate for filling of positions in the corresponding "Reclassified Title/Level" above.