

City of Dallas
Classification Specification

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|---------------------------|--|---------------------|-----------------|
| Title: | Telecommunications Service Representative | Class Code: | 36602 |
| Application: | Career Series | Pay Grade: | H |
| Supplemental/Code: | Technical/3 | Established: | 10/01/94 |
| FLSA Status: | Non-Exempt | Revised: | 10/01/13 |

Position Purpose:

Assesses the operational requirements of a department's telecommunication needs to plan for efficient and effective telecommunication systems.

Essential Functions:

1. Analyzes departmental requests for telephone requirements, service request for installation, researches, recommends and implements solutions in a cost effective manner.
2. Prepares and issues work orders for installation, relocation and modification of telephone equipment, circuits and software features.
3. Works with departmental representatives in establishing short and long range plans to address telecommunication needs.
4. Conducts training seminars for City employees to increase their understanding of the features and capabilities of the City's telecommunications systems.
5. Coordinates repair service with private vendors when repairs of the City's telecommunication systems are not feasible.
6. Acts as project administrator for telephone installation and modification projects, inspects workmanship and coordinates with telephone technicians and telephone companies.
7. Analyzes and verifies changes in telephone company bills or billing.
8. Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills and Abilities Required to Perform Work:

Knowledge of telephone communication systems.

Knowledge of telephone features-related services and private circuits.

Knowledge of both private branch exchange & central office telephone systems.

Knowledge of state and federal regulations governing telephone communications.

Ability to communicate in written and spoken English.

Ability to work with private vendors in a diplomatic manner.

Ability to create and maintain detailed records.

Ability to plan and schedule workload.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees, and the general public.

Working Conditions and Hazards:

Work performed under normal office conditions, but may work outdoors during construction of new buildings.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.