



TELECOMMUNICATIONS NETWORK SPECIALIST (Intranet Web Master)

DEPARTMENT: FMS/IRM

NATURE OF WORK:

Performs responsible technical development and support work for telecommunications and the intranet. Analyzes telecommunications and intranet needs; designs appropriate solutions; implements solutions using hardware and software, maintains new and existing systems; trains and assists users in such systems; develops billing systems and budgets; monitors legislation and other regulatory issues relating to telecommunications and intranet. Serves as Web Master for the James City County Intranet, overseeing content and technical management and maintenance of the site. Work is performed under the general supervision of Information Resources Management Director.

ESSENTIAL FUNCTIONS OF THE JOB:

Analyzes telecommunication needs from both user and technical points of view.

In conjunction with Information Technology (IT), provides recommendations and implements network automation involving local public switched telephone networks, long distance networks, wireless networks, and other delivery systems. Technologies and applications include but are not limited to traditional voice systems and emerging VoIP technology.

Designs telecommunications solutions and makes recommendations.

Performs a key role in project management and planning as the County renovates and constructs facilities.

Provides system, application, programming, and user level documentation for continued support and training.

Oversees telecommunication system upgrades and replacements, prepares requisitions for submittal to Purchasing, provides both internal control and invoice audit functions pertaining to telecommunications expenditures and vendor invoicing.

Develops maintenance contract requirements; administers telecommunications contracts.

Manages billing systems to track telephone-related charges and tolls; and monitors trunk usage.

Trains employees where feasible to troubleshoot, define, and solve problems as they occur.

Coordinates and implements the continuous development and day-to-day improvement of the internal County web site, including working with web developers and other content contributors.

Makes editorial/stylistic choices, exercises discretion, obtaining permissions where necessary, formats in HTML, and supervises web submission process; manages update process of web pages.

Manages site for ethical appropriateness and future policies including management of links and their usability.

Further knowledge management initiatives by making the Intranet a user-friendly, primary medium for sharing information inter-departmentally.

Works closely with Publications Management (PM) and IT on site content and support issues.

Represents the County in daily communications with individual users of the web site; responds to requests and suggestions, provides further information.

Proofreads intranet site for text, content, spelling, punctuation, grammar, and typographical errors; ensures completeness and accuracy of all documents not overseen by PM; verifies the accuracy of statistical documents, advises author of any discrepancies to be resolved; assists department in deciding grammar and format standards.

Provides consistent, professional customer service.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in an office setting.

Operates office equipment such as computer, scanner, fax machine, telephone, calculator, etc.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of telephony, design, interconnections, and troubleshooting.

Thorough knowledge in understanding the principles of good web site design.

Thorough knowledge of HTML, web page creation, and editing software.

Thorough knowledge of standard English grammar, punctuation, and spelling.

Thorough knowledge of proper formatting and layout of correspondence, reports, charts, graphics, and the like for business purposes for a web site.

Thorough knowledge of County and Department policies and procedures, and rules and regulations.

Knowledge of graphic and user-interaction design, including familiarity with .gif, .jpg, .bmp, Flash, and other formats.

Knowledge of Nortel equipment and software.

Considerable knowledge of state-of-the-art voice and converged systems, to include unified messaging, wireless, video, VoIP, and regulatory policies.

Considerable knowledge of voice systems software, with skills to implement changes in voice communications equipment, programs, and systems.

Ability to analyze and to resolve problems in voice, data, and video transmission systems.

Ability to communicate effectively, both orally and in writing, with managers, citizens, and the business community.

Ability to establish internal and external partnerships and to maintain effective working relationships.

Ability to make decisions in accordance with established policies.

Ability to provide effective training to users with a variety of skills and educational backgrounds.

Ability to use current office automation applications software (Microsoft and Adobe suites, terminal emulation).

Ability to proofread, research files, and logically organize information.

Ability to analyze, evaluate, and recommend improved procedures, techniques, and equipment.

Ability to maintain confidentiality of information.

Ability to organize and manage several projects simultaneously and meet deadlines.

Ability to read, write, and apply technical reference data; ability to prepare technical documentation and reports leading to appropriate courses of action.

Ability to manage time and keep schedules.

Ability to perform the physical aspects of this classification.

MINIMUM QUALIFICATIONS:

Bachelors degree in Computer Science, Telecommunications, English, Communications or related field and considerable user support experience; or any combination of vendor training, certification or other acceptable education and experiences providing the knowledge, abilities, and skills cited above.

Date: June 2007

TelcomNtwrkSpec509_103_01

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Telecommunications Network Specialist
Department: FMS

Position Number: 509
Division: IRM

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input checked="" type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: <u>Operate Mouse or Trackball</u> |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: PC peripherals like dwg. tablet

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift					✓		✓		
Push/Pull									
Hold/Carry									

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit					✓				✓
Walk	✓							✓	
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other Filing, connecting computer parts.
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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