

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Telecom Coordinator</u>
Sch.& Grade	<u>PAT-9</u>
Class Code	<u>CI15</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

**PRIMARY PURPOSE:**

To provide communications systems support for the City of Springfield by developing and maintaining appropriate systems and equipment from the design stage to actual implementation of new or replacement systems. Provides operational and user training to City staff members on systems and equipment.

**SUPERVISION:**

Under general supervision of the Director of Information Systems.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Responsible for the successful completion of requests for service related to installation, wiring, repair, change, or removal of communications equipment.
2. Analyzes user requests and identifies individual and departmental communications needs, including recommending appropriate action.
3. Coordinates with outside organizations such as City Utilities regarding communications systems difficulties, training and other related issues.
4. Monitors current communications systems performance and utilization, including evaluating current systems design, and makes recommendations for change to better meet user needs, improve operational efficiency, and increase cost-effectiveness.
5. Anticipates future communications systems needs including consulting with users, researching alternatives, and gathering information.
6. Responsible for the resolution of communication hardware and software system problems.
7. Prepares recommendations for acquisition of additional or replacement equipment or systems to improve performance and/or increase communications capabilities and resources.
8. Prepares and processes the necessary financial documents required to complete communications provider billing.
9. Conduct systems testing, interprets results and prepares reports on findings.
10. Reads, studies, and interprets technical manuals, periodicals, and other information relating to communications systems.
11. Assists in developing annual communications systems budget.
12. Provides training to users including operational procedures for communications equipment, systems, or services.
13. Maintains training materials and handouts for users including updating information as changes occur.
14. Drives to off-site locations to perform support functions.

**IMPORTANT FUNCTIONS:**

1. Attends training, conferences, and seminars for professional development purposes.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Basic communications systems equipment; a familiarity with communications hardware such as multiplexors, various modems, data routers, network interface cards, digital carrier systems, digital PBX's, LANS/WANS, etc, is desirable.

**Abilities**

Effectively diagnose and perform repairs for various communications systems; ability to install wiring from point to point; ability to plan, evaluate and coordinate user needs for the City's communications systems; work independently and make sound judgments and recommendations; prepare clear and concise written reports as well as verbal presentations; effectively train users on communications equipment and services; follow oral and written instructions; communicate effectively both verbally and in writing; deal effectively and courteously with associates and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City's stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Graduation from an accredited college or university with a Bachelor's degree in Computer Information Systems or Computer Science plus one year of experience; or a Bachelor's degree in Business Administration, Industrial Technology, Engineering, or a related field, with a minimum of 12 hours of coursework in computer disciplines, plus one year of experience in either a computer field or program coordination. Directly related work experience in communications systems may be substituted for the education requirement on a year-for-year basis.

**Physical Requirements**

Performs bending, squatting, kneeling, sorting and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 40 pounds; holds and grips objects; ability to disassemble and reassemble computer system components. Operate a computer keyboard and/or mouse.

**Working Environment**

Indoors with heating and cooling regulated in a general office environment; may be subject to extreme weather conditions, dust and pollen with traveling to off-site locations.

**Licensing/Certification**

Must possess a valid Missouri Motor Vehicle Operator's license.

**Miscellaneous Requirements**

Must successfully complete specialized communications systems training as assigned.

<b>Last Revision:</b>	February 21, 2012	<b>GENERAL ORDINANCE NO.</b> 5474
<b>Comments:</b>	Updated Abilities	<b>Date:</b> 6/27/2005

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_