



## TELECOMMUNICATIONS COORDINATOR

**Department:** Multiple  
**Job Class #:** 443400  
**Pay Range:** Professional 06

**FLSA:** Non-Exempt  
**Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** This is professional and technical telecommunications work for Pierce County. An employee in this classification is responsible for coordinating the operation and expansion of county-wide telecommunications systems, and related communication functions and facilities.

### **ESSENTIAL FUNCTIONS:**

- Advise management on all matters relating to telecommunications, which may include Voice over Internet Protocol (VoIP), legislation, industry regulations, changes in state of the art voice and data technologies, etc.
- Perform configuration and implementation of ancillary telecommunications equipment such as, station translation equipment for 911 call processing, ACD data recording devices, network traffic monitor equipment/software and Fiber-Optic multiplexing equipment.
- Coordinate telecommunication plans and services for County 911, other public agencies, and for multiple vendors.
- Coordinate telecommunication requests including processing and monitoring administrative actions, installations, relocations, and removal of communication equipment.
- Review, evaluate, and control department plans and requests for locating, enlarging, or installing telecommunication systems. Maintain up-to-date knowledge regarding telecommunication trends and products with internal and external colleagues.
- Research, analyze, and recommend improvements and enhancements to equipment and services.
- Provide input on all telecommunication equipment, hardware and software purchases.
- Coordinate and determine types of services to be offered and recommend selection, acquisition, operation and maintenance of telecommunications network.
- Evaluate feasibility of equipment and/or system replacements.
- Represent the County on task forces or related groups assigned to study and develop major projects and strategies affecting telecommunications.
- Coordinate telecommunication problems with multiple vendors and contractors.
- Maintain trouble logs and track problems through to resolution.
- Schedule and assist in training of personnel on new systems and installations.

### **OTHER JOB FUNCTIONS**

- Prepare reports and deliver presentations to a variety of audiences including clients, management and staff.
- Perform administrative tasks as needed.
- Perform other job functions as assigned.

## **TELECOMMUNICATIONS COORDINATOR**

### **Classification Description - Pierce County**

#### **Page 2**

#### **SUPERVISION RECEIVED AND EXERCISED:**

Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position does not supervise but may provide training and guidance to employees.

**WORKING ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is performed in an office environment and in outside facilities and outdoors, in all types of environmental and physical conditions; work in inclement weather including snow and ice conditions, mountainous and remote work sites, is required. Travel by vehicle or on-foot is required over all types of terrain, including that which is uneven, steep, slippery, wet, snowy, icy, muddy, forested and underbrush. Incumbents are exposed to dangerous situations, hazardous materials and chemicals, high voltage equipment, power tools and equipment, loud noises, and operating equipment in adverse weather conditions.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Required physical activities are twisting, balancing, climbing, crawling, kneeling, bending, stooping, reaching, lifting, carrying, dragging, and pushing/pulling. Adequate vision and manual dexterity are required to operate computers, tools and install and/or repair electronic equipment. Incumbents are required to work within confined spaces and at heights. Driving of vehicles and operating a variety of large equipment, at times in dangerous weather and terrain conditions, is required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

##### **Extensive knowledge of:**

- Carrier services such as Trunks, TIES, DSS, OPX, Centrex, T1, T3, OC3 Microwave and fiber optics.
- PBX and voice messaging communication equipment and networks.

##### **Knowledge of:**

- Technology in both voice and data telecommunications.
- Operations of the State Utilities and Transportation Commission and the Federal Communications Commission.
- Operations and application of computerized telecommunications switching equipment.
- Computer software programs necessary for completion of the job duties.
- Enhanced 911 - Wireless phases I and II, Voice over Internet Protocol (VoIP), Computer Aided Dispatch (CAD) servers, and other related technologies.

##### **Skill in:**

- Analysis and planning of projects.
- Using various types of computer software, including word processing, spreadsheets, charts, graphs, inventory tracking and project scheduling.

##### **Ability to:**

- Understand and follow written and verbal instructions.
- Interpret and apply departmental, county, state, and federal policies, regulations, and laws.

## **TELECOMMUNICATIONS COORDINATOR**

### **Classification Description - Pierce County**

#### **Page 3**

- Establish and maintain effective working relationships with employees, supervisors, officials, other agencies, and the general public.
- Provide expert technical assistance, guidance, and training to customers and staff.
- Organize detailed instructions to multiple vendors and contractors.
- Log, report, and follow through on a variety of projects.
- Research, analyze, and recommend equipment enhancements and services.
- Prioritize work, schedule and perform maintenance and/or repair assignments accordingly.
- Communicate effectively both orally and in writing, using technical and non-technical terminology, to audiences of various social, educational and economic backgrounds.
- Work independently with minimal supervision.
- Accurately read, interpret and apply complex plans, specifications, blue prints, manuals and other technically-related materials regarding the construction, installation, maintenance and repair of communications equipment and systems.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Represent the Pierce County in a professional manner to the general public and the community.
- Work after normal County business hours, including weekends, for customer support, a scheduled function, or in an on-call capacity.
- Physically perform the essential job functions.
- Meet the travel requirements of the position.

#### **RECRUITING REQUIREMENTS:**

Graduation from a four-year college or university with a degree in telecommunications, or a closely related field. Four or more years of telecommunications systems or E-911 system experience, including the design, installation, maintenance and repair of telecommunications systems and electronic equipment. Any combination of experience/education which would clearly indicate the ability to perform the duties of the position may substitute equally for the recruiting requirements.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Ability to pass a thorough background investigation. A valid Washington State driver's license may be required when travel is required of the position.