

DATA COMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the monitoring and control of data communications network equipment, the installation and relocation of data communications equipment, the network testing and repair of all types of data communications equipment and the training of terminal users in the operation and general upkeep of equipment. Incumbents may be assigned to any departmental work shift. Incumbents may act in a lead capacity over Trainees or other less senior Data Communications Specialists. Provides technical assistance to Data Communications Trainees, users and technical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Participates in the installation/relocation of data communications equipment in accordance with the established manufacturer procedures and instructions;

Oversees and coordinates both hardware and software installation for personal computers;

Investigates, diagnoses and determines appropriate solution for repair on reported transmission problems;

Operates special testing equipment for troubleshooting and diagnosis;

Participates in the performance and qualification of new equipment;

Trains users and Data Communications Specialist Trainees in the operation and general upkeep of data communications equipment;

Conducts tests to diagnose complex equipment malfunctions;

Acts as lead worker providing advice and consultation to trainees, users and technical support staff;

Contacts vendors concerning the installation, maintenance, and relocation of equipment;

Provides technical advice and assistance to users concerning data communications equipment and data transmission;

Reallocates operating staff and equipment resources to meet network requirements;

Assists in determining restoral priorities;

Prepares and maintains documentation of network detail configurations;

Participates in monitoring the Data Communications Network Control Center to control the running of on-line computer systems;

Reviews reports of problems and takes corrective action where appropriate;

EXAMPLES OF WORK (continued):

Reports severe problems and outages to data processing management;

Coordinates the installation and relocation of remote terminals, conferring with user staff as required;

Managers and controls inventory of data communications equipment.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operations, maintenance and repair of communications equipment used by the County of Westchester or Westchester Medical Center; good knowledge of communications or basic electronics terminology; good knowledge of communications software as used by the County of Westchester or Westchester Medical Center; ability to plan and direct the technical work of lower level technicians; ability to carry out written and oral directions; ability to work and deal effectively with user department staff on all levels; audio acuity for testing of communications equipment; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to communicate effectively, both orally and in writing; ability to think logically; good judgment; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and three years of experience where the primary function of the position was in the installation, operation, maintenance and/or diagnosis of a data communications network or electronic equipment.

SUBSTITUTION: Satisfactory completion of a one-year certificate program in computer science or electronics may be substituted for one year of the above-stated experience.

SUBSTITUTION: Satisfactory completion of 30 college credits* which include at least 12 credit hours in computer science may be substituted for each year of the above experience to a maximum of two years.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

West. Co.
J. C.: Competitive
MVV3

Job Class Code: C2638
Job Group: X

(1)