

DATA COMMUNICATIONS SPECIAL TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this position is responsible for network testing, preventative and corrective maintenance, and the installation/relocation of data communications network equipment including the detection, isolation and correction of equipment problems. Trainees receive on-the-job training while performing duties of a limited nature. Incumbents will be advanced to the title of Data Communications Specialist upon successful completion of a one year probationary period and supervisory recommendation. Incumbents may be assigned to any departmental work shift and may assist in providing support services to various departments utilizing automated systems. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Installs/relocates data communications equipment in accordance with the established manufacturer procedures and instructions;

Installs/relocates hardware and software for personal computer and workstation users;

Performs periodic preventative maintenance in accordance with manufacturer recommendation;

Modifies, updates or replaces equipment parts as required;

Responds to maintenance service requests;

Tends the data communications network control center to control running of on-line computer systems;

May receive user calls regarding computer system related problems and provides advice as to the appropriate action to be taken to resolve the problem;

Operates communications test equipment and patch panels to determine continuity and quality of data circuits;

Uses patch panel and patch cords or switching equipment to switch failing circuits to back-up equipment;

Adjusts modems to compensate for changing line conditions;

Performs first-line diagnosis of failures to determine whether they are induced by software or hardware;

Notifies appropriate programming staff of software failures and provides computer diagnostics;

Diagnoses and isolates cause of data communications failures through the communications front end processors;

EXAMPLES OF WORK: (continued)

Invokes line tracing procedures to determine which component of a communications link is failing;

Maintains operating records and prepares routine operating reports;

Informs supervisor as to the status of all operating problems;

Assists in managing inventory of data communications equipment.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operation, maintenance and repair of communications equipment; good knowledge of communications or basic electronics terminology; familiarity with basic communications software; skill and dexterity in the use of tools; ability to communicate with outside vendors on equipment and related problems; ability to think logically; ability to comprehend moderately complex technical materials and understand basic wiring diagrams; 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 understand and carry out written and oral directions; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) two years of experience as a computer operator or two years of experience in the installation, operation, maintenance and/or diagnosis of a data communications network or electronic equipment; or (b) completion of a one year certificate program in computer science or electronics and one year as a computer operator or one year experience in the installation, operation, maintenance and/or diagnosis of a data communications network or electronic equipment; (c) satisfactory completion of 30 credits at a recognized college* or university* may be substituted for one year of the above required experience and must include a total of at least 12 credit hours in computer science and one year of experience as a computer operator or one year of experience in the installation, operation, maintenance and/or diagnosis of a data communications network or electronic equipment.

*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.