

## PROGRAM SPECIALIST (TELECOMMUNICATIONS SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the implementation and administration of all modifications and changes to the telecommunications systems and equipment for all the County's various departments and divisions in order to provide the most efficient and effective service. Supervision is not a requirement of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists in the analysis, processing and implementation of requests from the County's various departments and divisions for additions, changes and/or relocation of telecommunications equipment and services;

Assists in the administration and operation of terminal-assisted PBX administrative software;

Assists in the development and maintenance of telephone station database;

Performs site inspections to develop specifications for non-recurring project work associated with system and/or equipment modifications;

Logs and tracks contract administration of various telecommunications contracts;

Assists in the preparation of telecommunications budgeting.

REQUIRED KNOWLEDGE, SKILLS ABILITIES & ATTRIBUTES: Good knowledge of various types of telecommunications equipment and services available for utilization by a large government agency; familiarity with a large government organization, structure and the overall functions of each of its various departments; familiarity with procedures for budgeting, bidding and awarding of contracts to vendors; ability to analyze and evaluate various telecommunication systems, networks and equipment; ability to analyze contracts, bids and proposals; ability to establish and maintain effective working relationships with government officials and private companies, ability to communicate effectively, both verbally and in writing; resourcefulness; dependability; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) five years experience in telecommunications planning and /or procurement of services; or (b) a Bachelor's Degree\* and one year experience in telecommunications planning and/or procurement of services; or (c) a satisfactory equivalent combination of the foregoing training and experience as defined by the limits of (a) and (b).

SUBSTITUTION: Graduate school credits earned in pursuit of a Masters Degree in Telecommunication Management or related field may be substituted at a rate of 30 credits per year of experience, up to one year.

\*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