

STAFF ASSISTANT (TELECOMMUNICATIONS - GENERAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for receiving all reports of user complaints relating to all telephone equipment and services for all divisions and departments of Westchester County. Responsibilities involve maintaining logs to record all problems and complaints; dispatching the appropriate technical personnel; ensuring problems and complaints are resolved, and recording actions taken. The incumbent is also responsible for maintaining the accuracy of the database used for the telephone billing system and the inventory of telephone supplies and equipment. Supervision is not normally a responsibility of this position; does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains an extensive logging system to record all complaints and problems relating to telephone equipment and services;

Dispatches the appropriate technical personnel to resolve telephone related complaints and problems;

Maintains and updates the database used for the telephone billing system by reviewing records of moves, adds, changes, and projects in progress;

Tracks inventory of telephone equipment and supplies and maintains records of same prepares reports for managerial use;

Develops budgetary impact projections for proposed work orders;

Oversees the replacement of defective equipment in accordance with various vendor agreements;

Tracks work order progress and acts as liaison with user departments for order request status;

Tracks and logs hours worked by independent contractors under annual contract with the County; prepares claims forms for payment to technicians in accordance with contractual agreements;

Verifies by phone, implementation of orders by the utility;

Ensures that the primary telephone inventory site is clean and well maintained.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of telecommunications/telephone facilities, systems and equipment; familiarity with the procedures of cost controls and contract compliance; ability to analyze contracts for regulatory compliance; ability to use a personal computer, particularly with regard to database maintenance and simple report generation; ability to establish and maintain effective working relationships with department representatives and vendors; ability to communicate effectively, both orally and in writing; initiative; resourcefulness; tact; good judgment; physical condition commensurate with the demands of the position

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High School diploma or equivalency and two years of experience in the planning, analysis, modification, sale and/or procurement of telecommunications service contracts.

SUBSTITUTIONS: College level education* may be substituted at the rate of 30 credits* hours per year for up to one year.

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