

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

TELECOMMUNICATIONS SPECIALIST

POSITION CODE: 45295  
Effective: 12-16-2004

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, receives training and performs routine Tier 1 technical duties at the developmental level in the coordination and installation of voice, wireless, video, data, information technology (IT) desktop, and IT local area network (LAN) communications systems and services located within the customer premises; provides service and equipment quotes to customers; coordinates, processes, and resolves the more routine and straightforward requests for voice, wireless, video, data, IT desktop, or IT LAN communications systems and services located within the customer premises ensuring departmental standards and policies are followed. In addition, performs Tier 1 network mitigation as outlined within agency methods and procedures documentation.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives service requests via telephone, web and/or other methods from authorized users; screens requests for various required services and forwards complex and new system installations to appropriate higher level employees for their review and disposition as outlined within agency methods and procedures documentation.
2. Reviews requests for routine voice, wireless, video, data, IT desktop, or IT LAN communication systems and services located within customer premises; checks for accuracy and assures requests comply with the guidelines of the Department of Central Management Services' standards; contacts requestor to clarify errors or incomplete information or rewrites requests as necessary; processes/resolves requests.
3. Assists higher levels in their coordination efforts of more complex service requests; contacts agencies, common carrier companies, and/or vendors to gather information on missed due dates, wrong programming features and equipment installations for the resolution of such problems, resolves simple problems or forwards requested information to proper agent as outlined within agency methods and procedures documentation; provides system and service quotes to authorized users.

## TELECOMMUNICATIONS SPECIALIST (Continued)

4. Participates in training in provisioning, diagnosis, and trouble mitigation of voice, wireless, video, data, IT desktop, and IT LAN communications systems located within the customer premises. Attends job related classes recommended by management and provided by the employer or its vendors.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of an Associate's degree or 2 years of college with major coursework in electronic engineering, radio/television, telecommunications or data processing.

Requires one year of experience in telephone service coordination; telephone sales, installation, and minor telephone repair; IT desktop and/or LAN systems; or other related business experience.

#### Knowledges, Skills and Abilities

Requires elementary knowledge of various voice, wireless, data, IT desktop, and/or IT LAN communications systems and services.

Requires ability to follow oral and written instructions.

Requires ability to communicate with user agency personnel, vendor and common carrier representatives for satisfactory disposition of small telecommunications and information technology service requests.

Requires ability to acquire and maintain information on rental and equipment purchases.

Requires ability to review service requests for accuracy and completeness to ensure departmental standards and policies are followed.

Requires ability to establish and maintain harmonious working relationships with fellow employees, agency telecommunications coordinators, and outside vendors.