



Code: 0608

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: TELEPHONE SYSTEMS ADMINISTRATOR

CHARACTERISTICS OF THE CLASS

Under direction, oversees the administration and procurement of a city-wide telephone system network, and performs related duties as required

ESSENTIAL DUTIES

- Develops and implements methodologies and processes used for the planning and installation of telephone systems
- Directs staff responsible for receiving and processing departmental requests for the installation and maintenance of telephone systems
- Prepares and updates telecommunication network operating policies and procedures
- Monitors and troubleshoots telephone system networks and executes system commands (e.g., PSTN, VOIP)
- Recommends and oversees the procurement of telephone communications equipment and systems for City departments
- Directs technical staff in the delivery of customized audio information services
- Makes presentations to departmental managers on telephone systems services offered by the Department of Innovation and Technology
- Provides assistance to sister agencies, City departments and private organizations (e.g., Chicago Park District, Chicago Police Department, National Weather Service) regarding complex telephone system problems
- Participates in the negotiation of contracts and service agreements with private vendors and carriers
- Monitors the performance of vendors to ensure compliance with agreements and quality services are provided
- Prepares management, productivity and ad hoc reports as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Information Technology, Computer Science or a directly related field, plus four years of telephone systems experience or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)
- Local area/wide area communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *telephone communication trends and technology
- *network and network operating systems
- *methods and principles governing the installation, maintenance, and repair of communication networks

Moderate knowledge of:

- supervisory methods, practices, and procedures
- * geographical locations in the City
- *project management methods, practices, and procedures
- *applicable computer software packages

Some knowledge of:

- geographical locations in the City
- business administration principles, including budgeting

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

- TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- ORGANIZE INFORMATION – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

Other Work Requirements

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2011