

**CLASS TITLE: TELECOMMUNICATIONS SPECIALIST**

**Class Code: 02430500**  
**Pay Grade: 18A**  
**EO: F**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To receive purchase requisitions from all state agencies to effect major system moves, addition of new lines, changes in lines and to contact appropriate vendors, i.e., NYNEX, AT&T, LUCENT TECHNOLOGIES, ECONOTEL., etc.; to ensure proper billing for all installations; to advise on type of equipment and systems; to assist in developing scope of work; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision with latitude to exercise independent judgement and initiative; work is usually never subject for review.

**SUPERVISION EXERCISED:** Generally none.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To plan, coordinate and advise installation of new and old systems in Departments and Agencies, i.e., Horizons, Difinities, Merlins, Spirits, NYNEX Unity Controllers, Meridians, Eagle Consoles, Dimensions: 25/75/85, Intertel Systems.

To compose and type routine ordering of equipment with any and all vendors.

To supervise MPA vendors by assigning projects and coordinating work assignments.

To provide training to groups or individual state employees in the use of new or existing systems.

To develop and implement methods of reducing all lease and maintenance agreements with vendors, and purchase equipment through the secondary market (cost reduction).

To work with consultants on purchasing new systems.

To answer questions and take complaints regarding quality of phone service.

To prepare purchase requisitions for state agencies.

To establish and maintain informational lists for the State operators, as well as supervise the direction of any information to the state operators, as well as to the public.

To maintain a complete inventory of all State Centrex line listings, telephone numbers, account numbers, locations, etc.

Updating all daily moves, additions and deletions, etc.

To operate State CENTREX switchboard when necessary.

To take telephone repairs and report to appropriate vendors when necessary.

To prepare and revise all rules and regulations for MPA's (telephone equipment) annually, and make referrals to vendors soliciting state business.

To be responsible for compiling (from all state agencies), typing and distributing the following directories:

Administration Building Directory (annually);

CENTREX directory (for state employees ONLY);

NYNEX Providence blue pages, Guide to Governmental Services,

Easy Reference Guide (annually in December);

Same for Narragansett/Westerly (annually in April);

Same for Newport (annually in June);

Same for Woonsocket (annually in September).

To work directly with NYNEX information operators, providing updates to the above directories (weekly) for the General Public.

To operate the SYSTEM MANAGEMENT TERMINAL (SMT-AT&T CERTIFIED) telephone network, and enter routine programs, i.e., additions, deletions, changes of phone lines, class of service, pick-up and coverage, in order to control the flow telecommunications data.

To assist relay operators for the Deaf & Hearing-Impaired.

To operate computer and telephone terminals as required.

To oversee major wiring in any state office building and other major add ons of any large system.

To work with AT&T Switch Access for long distance lines.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of sophisticated and complex systems operated by large multi-state organizations; a working knowledge of CENTREX and related telephone lines; a familiarity with telephone operating switchboards and billing procedures; the ability to read and comprehend complex information; the ability to operate a computer terminal; the ability to operate a SYSTEM MANAGEMENT TERMINAL (AT&T-SMT); the ability to maintain effective working relationships with agencies, vendors, repair technicians, the public; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school; certification with AT&T/LUCENT TECHNOLOGIES for SMT; and

Experience: Such as may have been through: employment in a position responsible for managing a telecommunications system for multi-set organization.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: February 16, 1997

Editorial Review: 3/15/2003