

Classification description

Title: Telecom and Information Systems Technician

Department: OCC

Job Code: 8250

Pay Range: DN

FLSA Status: Non-exempt

Employee Group: Non-represented

Established: March 2007

Revised: January 13, 2020

EEO Category: Skilled Craft Workers

CLASSIFICATION DESCRIPTION

Provide and maintain telecommunications systems and computer networking services for assigned facility and its event clients and exhibitors.

DUTIES AND RESPONSIBILITIES

1. Installs, maintains, repairs and removes telecommunications equipment and related cabling system for the facility and its events.
2. Installs, maintains, repairs and removes computer networking services, including local area network (LAN) and wide area network (WAN) systems for the business office and scheduled events.
3. Installs and maintains facility electronic and other signage.
4. Manages and maintains closed-circuit television system, including design, installation and troubleshooting.
5. Implements and oversees telecommunications and network infrastructure for capital projects.
6. Monitors and tracks telecommunications and information systems activity and revenue; reconciles and closes all related work orders.
7. Oversees the work of vendors and contractors; coordinates activities with clients, exhibitors, vendor, contractors and other departments; ensures services are appropriate and performed in an efficient and timely manner.
8. Manages and maintains inventory of equipment and supplies.
9. Performs work in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.
10. Provides back-up and technical support to system administrator.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others

- Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- A minimum of two (2) years of experience in installation, maintenance and repair of telecommunications systems, and
- A High School Diploma or GED; or
- Any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities
- Current and valid Oregon State Limited Energy Electrical License Class B (LEB)

Knowledge, Skills and Abilities:

- Knowledge of methods and materials of telecommunications systems equipment and operation.
- Knowledge of principles and techniques of maintenance and repair of telephone systems and related equipment.
- Knowledge of basic physical network design and maintenance, including LAN, WAN and related cabling.
- Ability to provide quality customer service to clients with a wide variety of technical skills.
- Ability to coordinate and guide the work of others.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to read and interpret instructions, drawings and/or diagrams.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to troubleshoot difficult technical problems.
- Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- This position is supervised by the Technology Services Manager.

SUPERVISION EXERCISED

- None. May provide leadership and guidance to contract staff and/or assist with orientation of new members of the work group.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used. Equipment necessary to perform the duties of the position are used.

WORK ENVIRONMENT

- Work nights, weekends and holidays. Frequently required to perform repetitive motions of hands and wrists; see and/or respond to visual cues and/or distinguish color; hear and/or respond to verbal/audio cues; stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; work near or around electricity. Occasionally required to stand and/or walk for extended periods of time. Rarely required to sit for extended periods of time; balance and/or climb; lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; exposed to outdoor weather conditions.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.