



Alameda Contra Costa Transit District Classification Specification

Senior Telecommunications Analyst - DRAFT

Exhibit-B

Class Code	FLSA Status	EEO-CAT	Represented Status	Salary Grade	Effective Date	Resolution #
TBD	Exempt	EE02 - Professional	AFSCME	08	12/11/2024	24-XXX

DEFINITION: Under general direction, installs, maintains, troubleshoots, and repairs District telecommunications equipment and systems, analyzes District telecommunications needs and makes recommendations, communicates with vendors and end-users, and performs related duties as required. This is the advanced, experienced level within the Telecommunications series.

Provides technical leadership for the administration of systems, services and equipment related to VoIP, Carrier Data Transport, Cellular Networks, SIP Trunk, Voice IP Flex, E911, POTS and Public Address Systems. Responsible for the complete installation, maintenance, and repair functions of IP and analog telephony infrastructure including transport facilities of IP network cable, copper wiring and terminal equipment including provisioning, configuration and deployment. Supports analysis and may make recommendations for future telecommunications needs and end-users, and performs related duties as required.

There are three (3) levels within the Telecommunications series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment classification in that the senior-level is a lead-level classification that performs more complex technical and analytical duties and provides technical and functional direction and mentorship to subordinate staff.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Voice over IP (VoIP) Systems administration and management of cloud and on-premises telephone switch equipment, server technology, VoIP desk phones, analog portables, IP Loud Ringers, SIP Paging, Public Address equipment, and peripheral devices.
- End to End Operations, Administration and Maintenance for all related cellular and Push-To-Talk voice communications systems including cellular smartphones, tablets, mobile access routers.
- Mobile Access Routers (MAR) activation, provisioning and MAR firmware configuration for Public Wi-Fi, Road Supervision Vehicles and TEMPO Wireless Wide Area Network (WWAN) network devices.
- May lead the trouble flow process with vendors/suppliers, for service outages and provide status reports for to the IT Supervisor and stakeholders related to emergency events and disaster recovery.
- As needed supports trialing and evaluation of next generation equipment and systems and prepares trial results details and summary reports.
- Plans, organizes, and directs the daily functions, operations, and activities of the work unit and staff responsible for a wide range of telecommunication functions.
- Contributes to the development of and standardizes procedures and methods to improve the efficiency and effectiveness of telecommunication services; assesses and monitors workload and assignment, identifies opportunities for improvement and makes recommendations to facilitate improvements.
- Installs, maintains, troubleshoots, and repairs District telecommunications equipment, switches, wiring, and related voice and data communications systems.
- Analyzes the District's telecommunications needs, conducts research, evaluates telecommunications equipment and systems, and makes recommendations.
- Compiles and maintains records and databases of District telecommunications equipment inventory and work performed, reviews and analyzes billing reports and other information from suppliers, vendors, and end-users, and compiles reports for appropriate District personnel.
- Assigns and distributes mobile telecommunications equipment to District personnel, tracks usage and billing, and reports irregularities to appropriate supervisory staff.
- Communicates with vendors, suppliers, and consultants regarding telecommunications equipment and systems, monitors contracts and maintenance agreements, and may negotiate vendor contracts.
- Provides information, training, and technical assistance to end-users regarding the use of District telecommunications equipment and systems.



Senior Telecommunications Analyst

- Performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Telecommunications equipment and related VoIP/SIP endpoints, major carrier cellular network enhanced Push-To-talk emergency phones ordering, provisioning and deployments including mobile devices (cellular modems, mobile access routers, smartphones and tablets. Support for some ordering, provisioning and activation including public address systems comparable to that used by the District; Author practices and procedures for the installation, troubleshooting, testing and repair of telecommunications equipment; safe Low voltage telecommunications equipment and related voice and data systems comparable to that used by the District; being a team player and provide instructions for the installation, troubleshooting, testing and repair of telecommunications equipment; the safe and proper use of commonly used hand and power tools, electronic test equipment, and specialized telecommunications test equipment; applicable PUC standards and regulations; the principles and practices of workplace safety; bidding and procurement procedures; and commonly used computer office software.

Ability to: Respond to emergency service calls and make necessary repairs in a timely manner; read and interpret schematic diagrams, manufacturer's service manuals, and other technical documentation; research, analyze, and make recommendations regarding the adoption and use of telecommunications equipment and systems; provide training and instruction to consultants, contractors and end-users; communicate effectively both orally and in writing; provide staff leadership and work direction; train staff in work procedures; keep abreast of changes in telecommunications and related technology; work flexible and non-standard hours as needed; establish and maintain positive working relationships with District personnel using principles of excellent customer service.

Education: Equivalent to bachelor's degree, with coursework in telecommunications technology, electronics, business administration, or a related field. Additional years of experience may be substituted for education on a year-for-year basis.

Experience: Five (5) years of experience in the installation, maintenance, and repair of telecommunications equipment comparable to that used by the District or two (2) years at a level equivalent to the District's Telecommunications Analyst II.

License & Certification(s): None.

Physical Requirements: Must be able to lift up to 50 lbs., climb ladders and maintain balance, and access constricted spaces by crawling and/or bending.

Special Requirements: Must be willing to: (1) work outside regular business hours as required by implementation of special projects, and emergencies; (2) travel between all District facilities and data centers.

Established Date:

Revision Date: