



Alameda Contra Costa Transit District Classification Specification

Telecommunications Analyst I - DRAFT

Exhibit-A

Class Code	FLSA Status	EEO-CAT	Represented Status	Salary Grade	Effective Date	Resolution #
TBD	Non-Exempt	EEO4 - Technicians	AFSCME	04	12/11/2024	24-XXX

DEFINITION: Under close supervision, 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 entry and trainee level of the Telecommunications series. Incumbents work under close supervision and are given direct and detailed instruction with frequent reviews of work. As incumbents gain the necessary skills and knowledge, work is performed with greater independence.

There are three (3) levels within the Innovation and Technology (IT) Telecommunications series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised.

Positions in the series are flexibly staffed to meet the needs of the District. Positions at the experienced level are normally filled by advancement from the entry-level and promotion is subject to the following: (i) management affirmation that the incumbent is performing the full range of duties assigned (ii) after gaining requisite experience and demonstrating proficiency which meets the minimum qualifications of the next higher-level classification and (iii) learning to mitigate risks associated with procurement methods.

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

- Learns to install, maintain, troubleshoot, and repair District telecommunications equipment, switches, wiring, and related voice and data communications systems.
- Learns to analyze the District’s telecommunications needs, conducts research, evaluates telecommunications equipment and systems, and makes recommendations.
- Learns, 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.
- Trains to assign and distribute 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.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Learns of current state-of-the-art telecommunications equipment and related voice and data systems comparable to that used by the District; practices and procedures 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; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

Ability to: Learn 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; keep abreast of changes in telecommunications and related technology; work flexible and non-



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standard hours as needed; establish and maintain positive working relationships with District personnel using principles of excellent customer service.

Education: Equivalent to an associate 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: No experience.

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: