



Alameda Contra Costa Transit District Classification Specification

Telecommunications ~~Analyst~~ Coordinator II - DRAFT

Exhibit-D

Class Code	FLSA Status	EEO-CAT	Represented Status	Salary Grade	Effective Date	Resolution #
203	Non-Exempt	EEO4 - Technicians	AFSCME	06	12/11/2024	24-XXX

DEFINITION: Under general 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 experienced-level ~~within the Telecommunications-Telecommunications~~ series. Incumbents at this level are expected to work independently on routine to complex telecommunication functions.

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 exercised.

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

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

- Plans, installs, and supports in-house network cabling infrastructure throughout District facilities.
- Provides remote support for carrier services; coordinates with carrier vendors for scheduling and management.
- Administers Voice over IP (VoIP) telephone systems, server technology, and related devices such as analog lines and Third-Party SIP endpoints.
- Plans, installs, and supports public address systems throughout District facilities.
- Configures Mobile Access Routers (MAR) for Public Wi-Fi, Road Supervision Vehicles, and TEMPO Wireless Wide Area Network (WWAN) devices.
- Distributes and assigns mobile telecommunications equipment for District personnel, overseeing user groups and device management systems.
- ~~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.~~
- Maintains comprehensive records of telecommunications equipment inventory and service activities, analyzing billing reports for accuracy.
- Plans, configures, and implements Softphone services for offsite work arrangements, ensuring flexibility for end-users.
- Maintains and supports VoIP emergency call routing and Emergency Operations Center telecommunications plans.
- Provides information, training, and technical assistance to end-users on the use of District telecommunications equipment and systems.
- Maintains and supports Interactive Voice Response (IVR) including new configurations, additions, and changes to district call trees, public comment lines, call handlers, interview handlers, and obtaining and uploading professional vendor recordings.
- Performs onsite support for Tempo platforms' network infrastructure repairs.
- ~~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.~~



Alameda Contra Costa Transit District Classification Specification

Telecommunicat ~~Analyst~~ Coordinator II

- ~~• 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.~~
- Stays abreast of industry trends and best practices in telecommunications technology.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge 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: 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-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: Three (3) 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~~ Telecommunications Analyst ~~Coordinator~~ I.

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: 08/02/2001, (Res. No. 2014)
Revision Date: