



## NATRONA COUNTY JOB DESCRIPTION

<b>TITLE:</b> Communications / Cable Technician	<b>EMPLOYMENT STATUS:</b>  AT-WILL EMPLOYEE  Non Exempt / Hourly Employee  40 hours a week
<b>DEPARTMENT:</b> Information Technology	
<b>SUPERVISOR:</b> Information Technology Director	
Revised: 1/15/2021 THIS JOB DESCRIPTION MAY BE CHANGED WITHOUT PRIOR NOTICE.	

### SUMMARY:

Reporting to the IT Director, the communications and cable technician monitors and assists in ensuring the proper functioning, connectivity, and uninterrupted availability of telecommunications systems and equipment. This position ensures proper functioning and connectivity of essential network and low voltage cables.

### ESSENTIAL FUNCTIONS:

- Installs, configures, tests, diagnoses, repairs, and maintains all County telecommunications systems and services including Cisco Unified Communications, Cisco Unity Connection and PBX systems.
- Installs low voltage cable for panic alarms and coordinates with vendors for installation and routine maintenance.
- Installs, terminates, diagnoses, and tests various types of data cabling.
- Coordinates with County departments, end users, and IT staff regarding telecommunication projects including add, moves and change requests.
- Coordinates with County departments, end users, and IT staff regarding layout of network cabling projects including add, move and changes requests.
- Initiate and engage support with vendors as necessary to resolve technical issues to final resolution.
- Installs and tests data circuits, wireless radios and other telecommunications and data equipment.
- Responds to communications related inquiries and provides telephone system instruction and training to end users.
- Receives, processes, evaluates, and prioritizes work orders.
- Generates telecommunication usage, inventory and/or departmental reports as required.
- Move and transport computer equipment
- Maintains accurate inventory of County telecommunications circuits, phone numbers and locations.
- Performs other duties as assigned or required.

### NONESSENTIAL FUNCTIONS:

- Keep communications closets free of dust and debris.
- Escort and observe vendors.
- Maintain, repair, test and install batteries for uninterruptible battery supply units.
- Constructs shelves, cabinets and equipment apparatus; repairs walls as necessary.



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### MINIMUM QUALIFICATIONS:

- Associate's Degree or Vocational/Technical/Business School degree in a related field, and three years' experience maintaining telecommunications and network cabling systems OR an equivalent combination of education and experience.
- Wyoming Low Voltage Electrical License is required.
- Must possess a valid Wyoming Driver's License, and be insurable through Natrona County's vehicle insurance.
- Certified fiber optic technician preferred.
- Proficient with Cisco Unified Communication and Unity Connection v. 11.5 & above.

### WORKING CONDITIONS:

The Information Technology Department is approximately 7 team members. A typical office and furnishings is provided but most of the work is conducted in interstitial building space, closets and roofs; intermittent busy and loud environment inside; communication via phone, electronically, and in person interaction with customers and staff. Frequent travel to County buildings within city limits. Some travel to County parks. County vehicle provided.

### PHYSICAL & MENTAL DEMANDS:

1. Approximately 100% of the time physical work.
2. Access and move equipment; move up to 50 pounds.
3. Frequent standing, walking, pushing/pulling, climbing ladders, kneeling, reaching, handling, grasping, hearing, repetitive motions, and bending.
4. Occasional lifting, carrying, balancing, stopping, crouching, crawling and feeling.
5. Meet deadlines; solve problems independently and/or with others to meet deadlines.
6. Exhibit interpersonal skills and relations with County employees and vendors.

### KNOWLEDGE AND SKILLS

- Principles and practices of Cisco Unified Communications and Cisco Unity Connection.
- Principles and practices of telecommunications including VoIP and PBX.
- Principles and practices of network cable wiring.
- Principles and practices of wireless networking.
- Diagnostic instruments and tools used in telecommunications and data cabling maintenance.
- Installing, monitoring, and maintaining telecommunications systems and equipment.
- Properly installing and terminating data cabling.
- Responding to, diagnosing, and repairing system and/or equipment issues.
- Basic project management skills.
- Customer service standards and protocol.
- Establishing and maintaining effective working relationships with others.
- Professional written and verbal communications skills.
- General office equipment and standard computer software applications.