

COMMUNICATIONS SWITCH TECHNICIAN

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

GENERAL SUMMARY

Positions in this class support the Integrated Regional Network Enterprise (IRNE). IRNE is a telecommunications network designed to carry all voice, video and data communications traffic for the City of Portland and other public agencies and jurisdictions who contract with the City for IRNE services.

Positions in this class are responsible for performing operation and maintenance functions on office switch equipment. In addition, this position will perform installation, maintenance, testing, troubleshooting, and service provisioning of a telecommunications network; which includes transport equipment, digital cross-connect equipment, channel banks, common systems and power equipment. This position will support switching assignments, voice mail, power equipment and other related devices. This position will work directly with the network operating center, assisting them with provisioning, upgrading and maintaining the switch, transport equipment, power and common equipment.

Distinguishing Characteristics

This is a senior journey level class that serves as a technical expert in communication switch and related technologies. It is distinguished from the Electronic Technician - Communication job series by its specialization in the operation and maintenance of communication switch and related technology associated with the Integrated Regional Network Enterprise (IRNE).

Typical Duties/Examples of Work

1. Identify, isolate and repair all trouble reports directed to the telecommunications switch, transport, common systems and power equipment.
2. Work with other technicians and network operations center in the resolution of customer related trouble reports.
3. Support translations to provide service over analog, digital and ISDN lines including all move/add/change activities.
4. Support provision of trunk groups interfacing with IXC's, LEC's, Digital Loop Carriers and remote terminals.

5. Logically identify and solve troubles in the switch, associated power equipment, digital switches and other supporting equipment.
6. Support all company based telephone equipment.
7. Perform switch and transport maintenance procedures in accordance with vendor specifications.
8. Perform hardware/software upgrades for switch equipment as required.
9. Support provisioning and maintenance of all voice mail ports.
10. Work closely with the network operations center on provisioning, maintenance and software updates.
11. Work on a call out basis as needed.
12. Support existing operational support system hardware/software.
13. Maintain add/drop multiplex equipment.
14. Support digital cross-connect equipment.
15. Maintain common systems and power equipment.
16. Develops work plan, schedules and coordinates work; determines resource needs
17. May provide technical direction to or lead the work of others; reviews the work of and provides training and guidance to assigned workers; ensures compliance with safety rules and procedures/
18. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge of tools, materials, processes and techniques of communications equipment and electronics.
2. Skill in troubleshooting, repairing, maintaining, modifying and installing communications and electronic equipment and related devices.
3. Skill in project planning
4. Skill in providing lead direction, including the assignment and oversight of work
5. Skill in training and/or demonstrating techniques to other staff.
6. Experience with 5ESS at an OCC, IXC, LEC or RBOC
7. Strong computer skills with Windows, UNIX and other PC applications are needed.
8. Familiarity with 5E11, SLC-2000 and RSM Software.
9. Considerable skill in interpersonal skills and ability to work as part of a team
10. Knowledge/experience of PBX technology is a plus.
11. Skill in operation of specialized switch equipment.
12. Skill in demonstrating techniques and providing training to others.
13. Skill in providing lead direction to staff, including the assignment and oversight of work.

WORKING CONDITIONS

1. Work is performed both in a shop and field environment.
2. While performing the duties of this job, the employee is regularly required to sit and talk or hear.
3. The employee is frequently required to walk, use hands and fingers to handle or feel objects, tools, or controls and reach with hands and arms.

4. The employee is occasionally required to stand, stoop, kneel, crouch, or crawl and climb a ladder. Additionally, the employee is regularly required to operate a company vehicle; a valid state driver's license is, therefore, required.
5. The employee must occasionally lift and/or move up to 50 lb. Pushing or pulling up to 150 lb.
6. Close vision and distance vision with no color impairment is required.
7. The noise level in this work environment can be excessively loud.
8. The work environment can include exposure to electric currents, chemicals and fumes.

Classification History:

Adopted: 2-06-02:

June 2009 - Change Job Class number from 3253 to 30000238, due to system change.