COMMUNICATIONS TECHNICIAN SERIES

Code No.	Class Title	Occ. Area	Prob. Period	Effective Date	Last Action
3902	Communications Technician	02	6 mo.	05/15/24	Rev.
3903	Senior Communications Technician	02	6 mo.	05/15/24	Rev.

Promotional Line: 48

Series Narrative

Employees in this series are technicians who install, maintain, and repair wiring, circuits, and electronic equipment that are a part of communication networks. Communication Technicians work on segments of the overall network that connect an individual user's equipment to central equipment. Technicians can work in various voice and data communications, equipment, and circuitry areas.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Communications Technician 3902

Employees at this level perform communication sub-network troubleshooting and documentation following clearly defined procedures and standards. They are familiar with the circuitry and equipment of the overall network. They work under the general supervision of a designated supervisor.

A Communications Technician typically:

1. Process customer orders for installing communication services and service orders for the maintenance and repair of communications equipment and circuits;
2. coordinates basic projects as assigned to ensure installation work is on schedule and meets required standards;
3. troubleshoots and repairs breakdowns or malfunctions in communication circuits;
4. tests and performs established network backup procedures when there are equipment or line failures;
5. labels and routes equipment and cables and maintains network documentation, configuration diagrams, and specifications as required;
6. installs new communication equipment and lines by interacting with vendors and checking the new service for proper functioning;
7. maintains communications equipment;
8. install, troubleshoot, and repair network cabling and other wiring and cables;
9. makes cable assignments, updates circuit information and cable inventory;

10. maintains their records of time, materials, and costs associated with installations, projects, and repairs;
11. performs other closely related duties as assigned.

Level II: Senior Communications Technician 3903

Employees at this level perform complex technical support of communications. Employees are familiar with the circuitry and equipment of the overall network and provide expertise in a particular area. They install, maintain, test, and analyze communications network equipment malfunctions or failures. They work under the general supervision of a designated supervisor.

A(n) Senior Communications Technician typically:

1. coordinates complex projects as assigned to ensure installation work is on schedule and meets required standards;
2. installs, troubleshoots, and repairs station equipment, wiring, cabling, network interfaces, and distribution frames for communication networks;
3. installs and maintains network equipment for video conferencing, voice, or data transmissions;
4. performs work on campus alarm system circuitry such as fire, intrusion, moisture, temperature, etc.;
5. maintains and repairs peripheral communications systems;
6. tests and verifies that the communications work of other vendors is functioning correctly;
7. trains communication technicians;
8. performs duties of the lower level;
9. performs other closely related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Communication Technician 3902

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination totaling **one (1) year (12 months)** from the categories below:

   (A) college/vocational/technical training in applied sciences and technologies, fiber optic installation, telecommunication, electronics engineering/technology, or a related technical field, as measured by the following conversion table to its proportional equivalent:

   - 30 semester hours equals **one (1) year (12 months)**
   - Associate's Degree (60 semester hours) equals **eighteen months (18 months)**

(B) work experience in telecommunications, fiber optic installations, or electrical installation.

2. The State of Illinois requires possession of a valid driver's license for the type of motor vehicle(s) to be operated by the incumbent.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of telecommunications technology, practices, principles, and techniques.
2. Skill in using electronic test equipment.
3. Skill in installing equipment, machines, wiring, or programs to meet specifications.
4. Skill in the mechanical and analytical ability for problem-solving.
5. Ability to read and follow schematics and diagrams.
6. Ability to lift (transport) heavy materials/objects.
7. Ability to work successfully as a team member and independently with moderate supervision.

Level II: Senior Communications Technician 3903

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination totaling **two (2) years (24 months)** from the categories below:

   (A) college/vocational/technical training in applied sciences and technologies, fiber optic installation, telecommunication, electronics engineering/technology, or a related technical field, as measured by the following conversion table to its proportional equivalent:

   - 30 semester hours equals **one (1) year (12 months)**
   - Associate's Degree (60 semester hours) equals **eighteen months (18 months)**
   - 90 semester hours equals **two (2) years (24 months)**

   (B) work experience in telecommunications, fiber optic installations, or electrical installation.

2. **One (1) year (12 months)** work experience in telecommunications, fiber optic installations, or electrical installation.
3. The State of Illinois requires possession of a valid driver's license for the type of motor vehicle(s) to be operated by the incumbent.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of advanced telecommunications technology, practices, principles, and techniques.
2. Skill in using electronic testing equipment.
3. Skill in installing equipment, machines, wiring, or programs to meet specifications.

4. Skill in mechanical and analytical problem-solving.

5. Ability to read and follow schematics and diagrams.

6. Ability to work successfully as a team member and independently with moderate supervision.

7. Ability to exhibit strong organizational skills and maintain detailed, accurate records.