



Provincial Job Description

TITLE:
**(333) Information Technology
Telecommunications Technician**

PAY BAND:
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FOR FACILITY USE:

SUMMARY OF DUTIES:

Assists in the day-to-day planning, operation, utilization, maintenance, training and support for telecommunications systems.

QUALIFICATIONS:

- ◆ Computer Systems Technology diploma

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Analytical skills
- ◆ Ability to work independently
- ◆ Communication, organizational and interpersonal skills
- ◆ Problem solving and decision making skills
- ◆ Valid drivers license

EXPERIENCE:

- ◆ Previous: No previous experience.

KEY ACTIVITIES:

A. Telecommunication Operations

- ◆ Assists in the day to day operation and maintenance of telecommunication systems.
- ◆ Arranges and delivers the timely installation, modification and repair of telecommunications equipment.
- ◆ Sources telecommunications equipment to meet user-specific needs.
- ◆ Makes changes to region-wide voice mail system, as required.
- ◆ Coordinates internal and external technical staff (e.g., Sask. Tel) to ensure system operation.
- ◆ Assists with the process of monitoring, interpreting, and communicating various telecommunication system measurement parameters.
- ◆ Assists with documentation of telecommunications infrastructure and analysis of trends.
- ◆ Assists with compilation, production, distribution, and maintenance of internal and external telephone directories.
- ◆ Monitors, investigates, and reports fraudulent use of telecommunication systems.
- ◆ Assists with ensuring that security standards are met.

B. Planning

- ◆ Assists in the coordination of users, equipment vendor and internal maintenance staff to ensure sites are adequately prepared for installation and modification of telecommunications equipment.
- ◆ Assists in the development, testing, and implementation of disaster plans.
- ◆ Assists with the review of statistics regarding capacity and usage of district equipment and software to enable proper allocation of telecommunication resources.
- ◆ Provides input into policies and procedures regarding telecommunication services.
- ◆ Assists with the development of a long term strategy for multimedia integration.

C. Training

- ◆ Assists with preparation and presentation of training sessions and/or user manuals related to telecommunications equipment and voice mail.
- ◆ Provides written and verbal updates to affected users after the installation of new or enhanced software.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: Mar 22/12