

Job Class Profile: Telecommunications Officer**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	3	5	5	1	3	
Points	187	67	13	19	90	108	103	21	32	640

JOB SUMMARY

The Telecommunications Officer provides advanced technical and advisory work to government departments in relation to effective and efficient telecommunications systems.

Key and Periodic Activities

- Processes transfers, relocation and new installation and/or disconnection requests of telephone systems and lines within all Government departments.
- Processes set feature changes and software programming to equipment as required.
- Consults with departmental contacts to assess new telecommunications requirements.
- Issues order requests to the telecommunications providers for all required changes to government departments.
- Ensures all telephone repair issues are reported to carrier company to be resolved.
- Processes/reviews billing changes and corrections to telephone accounts.
- Communicates with all department contacts of any issues, concerns, telecommunication inquiries.
- Processes system requirements (moves, adds, and deletes any programming alterations) following a cabinet shuffle.
- Meets with design engineers, project managers to determine upcoming construction sites and telecommunication requirement to these sites.
- Maintains blue page listings and consults with departments on the yearly changes to telephone directories.

SKILL**Knowledge****General and Specific Knowledge:**

- Specific knowledge of products and technology change of the telecommunications industry.

Formal Education and/or Certification(s):

- Minimum: Completion of a Diploma in Electronic Technology.

Years of Experience:

- Minimum: 3-4 years of related work experience.

Interpersonal Skills

- Interpersonal skills include listening to obtain information on requirements, asking questions

for clarification and communicating information and direction to others.

- Interactions occur with employees within the immediate work area, within the department/group, in other departments, employees outside the organization, suppliers and contractors and internal departmental executive group. Interactions also occur with supervisors/managers and external executive and industry advisors.
- Most significant contacts include employees from government departments requesting changes or inquiring about telecommunications; telecommunications providers to issue work orders; and on-site technical personnel.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- Occasionally required to work in awkward or cramped body positions while plugging/unplugging telecommunications equipment.
- Occasionally required to walk within the two government complexes and drive to various sites as required.
- Constant requirement for fine finger precision work when utilizing a computer/mouse.

Concentration

- **Visual** concentration is constantly required while utilizing the computer to perform work.
- **Auditory** concentration is a constant requirement while taking and processing requests.
- **Eye/hand co-ordination** is necessary when performing work on the computer and checking equipment.
- Work is impacted by **time pressures/deadlines** such as renovations, restructuring, emergency responses and constant change requests.

Complexity

- Work tasks and activities tend to be different but related, allowing for the use of similar skills and knowledge.
- Typical challenges are determining the nature of client's requests. Often times a client will advise they are having problems with phone service (either not working, or not working as it should). Diagnostic procedures determine the problem and resolution.
- References to address problems include access to the switching network, software and software providers.
- Standing offers and contracts often provide service.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Functions with a considerable degree of initiative and independent judgement. Work is reviewed through discussion and review of submitted reports.
- Exercises judgement to resolve issues to minimize down time of equipment.

- Exercises discretion in spending within delegated authority and determining when work outside the normal hours of work is required.

Impact

- Work has impact within the immediate work area, within the department, and throughout the public service.
- Telecommunications provide the link with the organizations and the general public. The ability to provide public service relies on telecommunications.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides guidance and advice.

WORKING CONDITIONS

Environmental Working Conditions

- Requires the use of hard hats and safety boots when visiting construction sites.
- The likelihood of injury, illness or minor cuts, bruises etc., is limited.
- Occasionally exposed to some environmental conditions such as unusual noise, dirt, dust, glare, fumes, lack of privacy, etc.