



CLASS TITLE: Telecommunications Network Technician III
(This is a career ladder position)

LOCATION: Headquarters, Dover, DE

SALARY: PG 15 - \$48,646

OPENING DATE: March 16, 2016 **CLOSING DATE:** March 31, 2016

General Description:

This full performance level position supports all aspects of a LAN (hardware and software) and telecommunication systems for video/images as a systems administrator. The support work emphasizes monitoring, operation and maintenance involved in the administration of a LAN and telecommunication systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair.

Summary Statement:

- Supporting all aspects of a LAN (hardware and software) and telecommunication systems for voice/video/images as a systems administrator
- Functioning as a network systems technician for installing, testing, configuring, troubleshooting and repairing data/video/imaging communication systems and associated wiring, peripheral devices and end devices, e.g., printers, interface cards, etc. and infrastructure components, e.g., switches/hubs, servers, modems, etc.
- Functioning as a customer service technician, providing help desk support monitoring, trouble shooting, diagnostics and problem resolution associated with minicomputer, microcomputer or mainframe computer based systems, LAN, and multi-line telephone systems.
- Configures, installs, tests, troubleshoots, repairs and monitors operation of LAN

hardware/software including desktop computers, data/video communication systems, including peripheral devices, wiring and cabling to ensure connectivity and functionality.

- Identifies and resolves network and telecommunication system malfunctions including connectivity and functionality for mainframe and remote access and other connections/interfaces; start/restart network after disruptions or failures using computer diagnostic tools and software; run system backups; resolves desktop computer problems.
- Provides customer service through central help desk function to resolve or ensure resolution of problem diagnosis/assessment and repairs. Maintains database of user problems and resolution.
- Performs routine network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with security procedures and policies, purchasing hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems. Advises and trains users on the operation and capabilities of hardware and application software.
- Plans, schedules, installs and tests software updates and hardware upgrades; conducts needs analysis of equipment, software, network security, budget, disaster recovery concerns, training and equipment resources to plan and recommend network changes in ways that meet program goals. Coordinates network expansion with agency technical staff, consultants, contractual vendors or OTM.
- Provides additional support on other projects as directed.

This is the advanced level of telecommunications technician. This level performs complex technical support and/or systems administration at the central office in support of mid-range or most complex local area data networks or the State's wide area data network.

- Provides complex systems administration independently.
- Provides systems technician services e.g., complex troubleshooting, diagnostics and repairs independently including performing nonstandard device configurations.
- Provides basic network design for new networks, redesign of networks, and upgrades to networks such as location for switches, hubs, cable runs and other network devices and builds the network in ways that make it operational.
- Provides senior level Help Desk support resolving the most complex data network infrastructure malfunctions.
- Contacts are for the purpose of working with network technologists/engineers (agency/vendor/contractual) associated with the LAN in the development and implementation of the networks or providing customer service support to end users.

- Have the ability to direct the successful completion of specific telecommunication tasks working with other network telecommunication technicians or working alone. This includes the implementation of new data networks and major, complex upgrades to the network telecommunications infrastructure as prescribed by a supervisor, or senior telecommunications technicians, or technologists.

KNOWLEDGE, SKILLS AND ABILITIES:

Note: The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of concepts, methods, and techniques of data resource management and administration.
- Ability to create GIS data applications dealing strictly with proper plotting of 9-1-1 calls for service.
- The ability to create specific data applications to facilitate proper emergency responses within certain jurisdictions.
- The knowledge to conflate multiple data sets into a workable application for emergency operations.
- The skill to utilize various programs and operating systems in keeping data current and up to date for 9-1-1 operations.
- The ability to work with various agencies, including state, county, municipal, etc. in soliciting updated data to be incorporated into 9-1-1 mapping applications.
- The knowledge and ability to attend various meetings representing the DSP 9-1-1 community in dealing with GIS mapping applications.
- Knowledge of the concepts, methods, and techniques of computer system design and specification preparation
- Knowledge of Data Analysis Mapping System (DAMS) to create customer report upon request
- Knowledge of the methods and techniques of an agency's computer system specification, logic flow preparation, program coding, compilation and testing.
- Knowledge of an agency's computer information system format, structure and capabilities and all daily operations.
- Knowledge of state and federal rules, regulations, policies and procedures pertaining to the agency's program(s) and data processing.
- Knowledge of the agency's standards, policies and procedures relating to data processing.
- Knowledge of the tools and techniques for testing software.
- Knowledge of the concepts and methodologies of information system analysis and development.
- Knowledge of the mission, goals, objectives and business practices of the employing agency.
- Knowledge of System Development Life Cycle methodology concepts.
- Skill in interpreting and translating complex ideas and terminology into easy to understand instruction.
- Ability to communicate effectively orally and in writing
- Ability to develop test data and perform testing.
- Ability to write user, operational and program documentation.
- Ability to establish and maintain effective working relationships with users and co-workers.

- Ability to analyze and define users' data requirements, translating them into design specifications for computer program development.
- Ability to construct flow charts.
- Ability to plan for and coordinate the development and maintenance of computer

Minimum Qualifications:

Applicant must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in data administration which includes the integration of application systems in a shared data environment, developing and administering plans, policies and procedures to promote management and sharing of data across enterprise information systems that incorporate emergency responder needs and implementing plans to meet those needs.
2. Experience in data resource management, which includes developing data dictionary, data quality and integrity, data storage/warehousing, data mining techniques, database structure generation and design or data modeling.
3. Experience in project management, which includes planning, coordinating, uploading, monitoring, evaluating, and reporting on status of DSP CAD data to 9-1-1 operations.
4. Experience with various mapping software applications and enhancing the applications for specific needs.

Conditions of Employment:

Direct deposit of paychecks is required as a condition of employment.

- A satisfactory criminal background check is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the State Personnel web-site at <http://ben.omb.delaware.gov/benefits.shtml>

A labor organization has been elected by employees as their representative for collective bargaining and other work related purposes. The person selected for this position shall as a condition of employment, join and pay dues to the labor organization or may, instead not join but pay a service fee no greater than the dues.

APPLICATIONS:

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

<http://www.dsp.delaware.gov/employment.shtml>

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a State of Delaware Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

NOTE: The Division of State Police is a non-merit system agency.

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