

HILLSBOROUGH COUNTY **SHERIFF'S OFFICE**

DAVID GEE, SHERIFF

Tampa, FL



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Job Title: Telephone Service Technician
Job Code: W4792
Pay Grade: WK
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform technical duties installing, maintaining, and repairing telephone equipment/systems.

Job Duties and Responsibilities

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

- Install Private Branch Exchange (PBX) switches, voice mail, fax, and paging equipment to provide data and voice communications service.
- Test and troubleshoot PBX mainframe software, hardware, peripheral, and other communications equipment to ensure operational effectiveness.
- Maintain telephone switch hardware, software, error tables, and switch alarms to ensure voice, data, and facsimile communications.
- Participate in telephone system analyses to collect data for changes and requests for quotes/proposals of services and/or equipment.
- Serve as technical service liaison with telephone company service technicians and other telephone related equipment vendors.
- Control inventory of telephone switch equipment to include voice mail, line/ network cards, rectifiers, and modems.
- Supervise support personnel.
- Perform other related duties as required.

Knowledge, Skills, and Abilities

- Considerable knowledge of standard practices associated with telephone systems installation, modification, maintenance, and repair.
- Considerable knowledge of electronic PBX switch or key equipment.
- Working knowledge of basic electricity and electronics.
- Skill in the use and care of standard tools, equipment, and testing devices for telephone service.
- Skill in the operation of a computer terminal used in telephone systems.
- Skill in the application of supervisory techniques.
- Ability to interpret and work from technical manuals, diagrams, schematics, and blueprints.
- Ability to install, alter, troubleshoot, and maintain a variety of communications systems and equipment.

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- Ability to work in confined spaces.
- Ability to distinguish differences in wire and cable colors.
- Ability to follow oral and written instructions to include technical publications.
- Ability to work effectively with others.
- Ability to prioritize work.
- Ability to plan, organize, and supervise the work of others.

Minimum Qualification(s)

Note: Applicants must meet the following requirement(s) to be considered minimally qualified for the job.

Graduation from high school or possession of a GED certificate; and
Two years experience in the installation, maintenance, or repair of PBX or key telephone systems; and
Possession of a valid Driver License.

Additional Requirements

- Possession of a valid Florida driver's license at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months.
- No illegal drug use after 30 years of age.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- Prior military personnel must not have a dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a criminal background investigation or update including polygraph, reference/employment/neighborhood checks, and medical evaluation.