

POSITION TITLE: Telecommunications Specialist

DEPARTMENT: Public Safety Department

STATUS: Non - Exempt

POSITION SUMMARY:

This is a technical position working under the direction of the Director of Public Safety, involving the installation and maintenance of internal voice, video and data systems including, but not limited to, door access systems, CCTV, telephones, and master antenna systems. The Telecommunications Specialist will be involved with a wide range of projects ranging from routine maintenance to the installation of new Digital IP and analog security systems.

ESSENTIAL FUNCTIONS:

1. Installs, maintains and repairs Master Antenna TV Systems and security alarm systems.
2. Installs and repairs devices necessary to electronically control proper access via the Worcester Housing Authority's card access system.
3. Repairs/replaces legacy CCTV monitoring and recording devices as needed.
4. Provides support on our IP and PBX based telephone system including adding new phones and cable runs.
5. Provides support for installing and testing category 5e and 6 twisted pair Ethernet and single and multimode fiber used for networking voice, video and data. Establishing connections and integrations following industry standards.
6. Maintains infrastructure documentations and diagrams. Labels equipment, cables and all end points.
7. Supports WHA rooftop wireless network consisting of antennas, associated cabling and hardware.
8. Mounts and tests large format LED displays for public safety and security camera review.
9. Installs digital IP cameras internally and externally mounted (indoor/outdoor).
10. Services IP camera inventory within the WHA resetting, adjusting, and replacing cameras as needed.
11. Plans installation projects; reviews project plans; orders equipment, supplies, materials, and tools.
12. Coordinates with outside contractors and service suppliers, as required.
13. Makes recommendations for upgrades to all existing systems, staying informed of industry standards and trends.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

1. High school diploma or equivalent;
2. Minimum of five (5) years of related experience;
3. Experience in installing and repairing various fire and security devices and systems;
4. The ability to understand and adhere to Telecommunications Industry Association (TIA) ANSI/TIA-568, cabling standards for fiber optics and structured cabling and the global cabling standard ISO/IEC 11801;
5. Computer literate; ability to use a laptop computer and Microsoft Windows programs; must be able to retrieve computer files, copy and rename files;

6. Ability to work on the interior and exterior of buildings, on ladders, in tight crawl spaces and under dusty and dirty conditions;
7. Detail-oriented; ability to initiate and complete assignments efficiently with minimal supervision;
8. Ability to be relied upon to be available for work; position may require some overtime;
9. Excellent customer service skills; ability to work cooperatively with people of different backgrounds and from different departments;
10. Valid, insurable driver's license.

ENVIRONMENTAL AND PHYSICAL REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

This position requires working indoors and outdoors in all weather conditions and are subject to heavy and strenuous work. May encounter undesirable pests.

Environmental Parameters:

1. Ability to work in a public housing environment [within occupied and unoccupied units, common spaces, boiler rooms, elevators, other closed areas, roofs, outside areas of properties] in all weather conditions [hot, cold, humid, dry and wet].
2. Ability to work in an environment with conditions such as sleet, snow, dust and dirt, as well as cramped quarters and high places.
3. Ability to work in environment with conditions which may include: fumes, odors, gases, chemicals, dust, grass, weeds and pollen as well as decibels in the range of 30-65

Physical Requirements:

1. Constant [over 70% of the time]
 - a. Repetitive arm/hand movement
 - b. Eyesight and hearing
 - c. Bending and twisting at waist
 - d. Reaching above shoulder
 - e. Lifting and carrying 25 pounds
 - f. Driving
2. Frequent [30-70% of the time]
 - a. Lifting 50 pounds
 - b. Climbing ladders/Stairs
 - c. Kneeling and squatting
 - d. Standing and walking
3. Occasionally [10-30% of the time]
 - a. Sitting
 - b. Lifting up to 75 pounds
 - c. Pushing and pulling
 - d. Crawling