

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: TELECOMMUNICATIONS SPECIALIST II -  
Telephone Technician

SALARY GROUP: B20

DEPARTMENT: Communications

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Kelly Metz DATE: 05/12/2025

POSITION #: 046078

**I. JOB SUMMARY**

Performs complex telecommunications work. Work involves diagnosing and resolving voice and data telecommunications problems; and installing and operating telecommunications components. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Performs system moves and changes internally and via remote access and provides technical expertise in systems modifications; and performs preventive maintenance on telecommunications systems, associated software, and peripheral equipment.
- B. Investigates and resolves problems concerning the operation of remote computers, telecommunications systems, and communications hardware and equipment; and troubleshoots, repairs, tests, installs, customizes, and maintains telecommunications components and implements corrective measures.
- C. Prepares material requests and time requirements for telecommunications equipment and wiring; designs and installs office-wiring infrastructure; and maintains records of system performance and operations.
- D. Monitors the operation of voice, data, or video telecommunications equipment and network consoles; assists in designing new telecommunication systems; and assists in planning and implementing operational and administrative policies and procedures pertaining to the operation of telecommunications systems and projects.

\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, Electronic Engineering, Telecommunications Management, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.

2. Two years full-time, wage-earning experience in the installation or repair of telecommunications systems to include telephone, radio, satellite, video teleconferencing, or other electronic medium.

3. Fiber Optics certification preferred.

\* Ability to maintain the security and integrity of critical infrastructure as it is defined by state law.

**B. Knowledge and Skills**

1. Knowledge of telecommunications equipment, principles, procedures, and terminology.

2. Knowledge of Federal Communications Commission (FCC) policies and procedures.

3. Knowledge of telecommunications software and protocols.

4. Knowledge of applicable state and federal laws, rules, regulations, and statutes.

5. Knowledge of the analysis and design of telecommunications systems preferred.

6. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

7. Skill to communicate ideas and instructions clearly and concisely.

8. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

9. Skill to interpret and apply rules, regulations, policies, and procedures.

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10. Skill in problem-solving techniques.
11. Skill in the use of telecommunications test equipment.
12. Skill to analyze, diagnose, and resolve telecommunications problems.
13. Skill to prepare and maintain accurate records, files, and reports.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs and ladders, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone test equipment, CSUs, Pathnavigator, MGC bridge, Polycom 7000 series, V500 telecommunications test equipment, telephone, dolly, and automobile.