

POSITION DESCRIPTION SUMMARY

PD Tracking 6671
Series, Title and Grade 0392 Telecommunications Technician GS-06
Department Veterans Affairs

Introduction Statement

This position is located in a Veterans Affairs medical facility. The purpose of this position is to perform a variety of duties involved in maintaining and supporting the facility's communication and telecommunications functions.

Major Duties

Monitors costs, and staff utilization data for planning activities related to producing budget estimates and completing cost analysis activities. Receives requests for communication services, equipment and repairs from all facility organizations. 34%

Schedules video telecommunications for the facility video teleconferencing and telemedicine missions. Interfaces directly with facility staff while establishing video teleconferences to ensure communications links remain intact.

Provides corrective maintenance, as required, to bring conferences back into service. Assists in maintaining VTC resource schedules and ensuring staff compliance with the Office of Information Technology (OIT) and VA policies. Provides facility staff with assistance and training to allow them to operate VTC resources as required. Issues and replaces communication equipment as required and ensures monthly usage reports for leased equipment is provided to the appropriate agency in support of their contract. 33%

Performs and maintains inventory of communications assets in use by facility staff to include lifecycle activities involving planning for, procuring, installing, training and maintaining communications assets including pagers, copiers, modems, facsimile systems, handheld radios, satellite receivers, public announcement systems, amplification systems, video communications distribution systems, telephones, answering systems, dictation systems and cellular devices. 33%

Maintains the internal facility phone directory, coordinating with users for accurate information. Maintains constantly up-to-date electronic database directories of pager numbers, video conferencing numbers, inventory of leased copier locations, and cellular phone locations for staff use.

Factor Levels

Factor 1 Knowledge Required by the Position Factor Level 1-4 550 pts.

Extensive knowledge of communications operations, telecommunications systems, operating procedures, and facility operations.

In-depth knowledge of commonly applied telecommunications principles, concepts and methodologies in performing independent work involving specified segments of large projects.

Knowledge of standardized telecommunications approaches, methods and techniques.

Skill in weighing the impact of variables such as cost, variations in electronic and other

equipment characteristics, equipment availability, and the kinds of standardized telecommunications required, such as voice, text and/or data.

Ability to perform duties requiring decisions based on development and evaluation of information. This information may come from numerous sources including the OIT staff, vendors, and the facility staff.

Ability to operate all telephone and video communications equipment in use at the facility.

Ability to provide written and oral presentations as required in communicating status regarding communications issues.

Factor 2 Supervisory Controls Factor Level 2-3 275 pts.

The supervisor makes assignments by defining objectives, priorities, and deadlines; and assists the employee with unusual situations that do not have clear precedents. Incumbent works independently, carrying out recurring duties without specific instructions from the supervisor. On occasion when required, supervisor provides general instructions concerning established practices and policies, and oral or written instructions concerning special circumstances and changing priorities. Incumbent consults the supervisor when normal approaches and procedures do not solve problems or when resources do not allow an independent decision. Supervisor reviews work by occasional monitoring for quality, responding to customer comments and spot-checking daily work for adherence to established procedures.

Factor 3 Guidelines Factor Level 3-2 125 pts.

Guidelines available and regularly used in the work are in the form of VA regulations and policies, OIT policies, and facility policies. Employee uses judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines to specific cases. Incumbent resolves problems based on customer requirements and resources available, and refers unprecedented problems or those situations requiring comprehensive resource decisions to the supervisor.

Factor 4 Complexity Factor Level 4-2 75 pts.

The work includes various duties involving related processes and methods. Incumbent provides on-the-spot troubleshooting of communications equipment and corrective measures as appropriate to ensure continuity of communications support. The decision regarding what needs to be done involves various choices that require the employee to recognize the existence of and differences among a few easily recognizable situations.

Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. Incumbent provides input to communications planning data and cost data so that decisions for future communications improvement can be made.

Factor 5 Scope and Effect Factor Level 5-2 75 pts.

The work involves resolving a variety of telecommunications problems, questions, or situations that require sound judgment and prudent allocation of resources. The employee's work affects the accuracy, reliability, or acceptability of further processes or services. The effect of the work is primarily local in nature, i.e., within the facility.

Factor 6 Personal Contacts Factor Level 6-2 25 pts.

Contacts are with facility and installation personnel. These personnel include facility staff and personnel from VA support agencies. They also include vendors providing communications services and equipment specifically to the facility.

Factor 7 Purpose of Contacts Factor Level 7-2 50 pts.

Contacts are for the purpose of obtaining communications support for facility staff and/or patients in the facility, providing and receiving information to identify problems, and coordinating communication issues. Incumbent has daily contact with facility VTC specialists and communications specialists.

Factor 8 Physical Demands Factor Level 8-1 5 pts.

The work is primarily sedentary. However, there may be some walking, standing, bending, and carrying of items such as papers and books.

Factor 9 Work Environment

Factor Level 9-1

5 pts.

The work area is adequately lighted, heated and ventilated. Work may require lifting of up to 25 pounds and pushing equipment into place, which is in cabinets and on rollers.

Factor Points 1185

Position Classification Standard Used

General Telecommunication Series, 392, TS-110 November 1991