



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Telecom and Information Systems Technician	Bargaining Unit	Non-represented
Functional Job Family	Information Technology	Classification #	8250
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	216
Position Status	<input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Revision Date	March 2007

Classification Description:

Provide and maintain telecommunications systems and computer networking services for assigned facility and its event clients and exhibitors.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Installs, maintains, repairs and removes telecommunications equipment and related cabling system for the facility and its events.
2. Installs, maintains, repairs and removes computer networking services, including local area network (LAN) and wide area network (WAN) systems, for the business office and scheduled events.
3. Installs and maintains facility electronic and other signage.
4. Manages and maintains closed-circuit television system, including design, installation and troubleshooting.
5. Implements and oversees telecommunications and network infrastructure for capital projects.
6. Monitors and tracks telecommunications and information systems activity and revenue; reconciles and closes all related work orders.
7. Oversees the work of vendors and contractors; coordinates activities with clients, exhibitors, vendor, contractors and other departments to ensure services are appropriate and performed in an efficient and timely manner.
8. Manages and maintains inventory of equipment and supplies.
9. Performs work in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.

**Secondary Functions:**

1. Provides back-up and technical support to system administrator.
2. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has no supervisory responsibility but may provide leadership and guidance to contract staff and/or assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of two (2) years of experience in installation, maintenance and repair of telecommunications systems, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Current and valid Oregon State Limited Energy Electrical License Class B (LEB)

Necessary Knowledge, Skills and Abilities:

- Methods and materials of telecommunications systems equipment and operation
- Principles and techniques of maintenance and repair of telephone systems and related equipment
- Basic physical network design and maintenance, including LAN, WAN and related cabling
- Provide quality customer service to clients with a wide variety of technical skills
- Coordinate and guide the work of others
- Analyze information and use logic to resolve issues and problems
- Read and interpret instructions, drawings and/or diagrams
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Troubleshoot difficult technical problems
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work nights, weekends and holidays

Physical Demands / Work Environment:

- Frequently required to perform repetitive motions of hands and wrists; see and/or respond to visual cues and/or distinguish color; hear and/or respond to verbal/audio cues; stoop,



kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; work near or around electricity.

- Occasionally required to stand and/or walk for extended periods of time.
- Rarely required to sit for extended periods of time; balance and/or climb; lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; exposed to outdoor weather conditions.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date