

NEW MEXICO JUDICIAL BRANCH

TELECOMMUNICATIONS SPECIALIST SENIOR

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under direction, provide secure data communications and video conferencing network support. May be assigned as a team lead on a projects.

QUALIFICATIONS

Education: Bachelors' Degree in business administration or management, project management, computer science or information technology (IT) related engineering or other related field.

Education Substitution: Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

Experience: Three (3) years of general experience in network administration and telecommunications support activities in a multi-user, multi-site environment as a network administrator or manager of which one (1) year must be specific experience in network administration or management.

Experience Substitution: Additional relevant education at the Master's Degree level may substitute for experience at a rate of 30 semester hours equals one (1) year of experience. Education may not substitute for the specific experience required.

Knowledge: Knowledge of Local and Wide Area Network (LAN/WAN), including network security, routers and local switch systems; data communications and video arraignment network infrastructure, architecture, topology, design and various types of telecommunication networks; video equipment and bridge setup, configuration and management tools; implementation and usage of network management systems; network and hardware products; configuration of security software and technologies; documentation tools; troubleshooting techniques and methodology.

Skill & Ability: Skill in maintaining database of circuit information and telecommunications assets; tracking assets; discussing equipment with vendors; communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing and setting priorities; multi-tasking; meeting deadlines under pressure; working independently; resolving conflict and in understanding and incorporating differing viewpoints toward accomplishing a common goal. Ability to engage in advanced, specific research to determine which technology advancements will benefit the judiciary; compare alternate network designs and analyze costs and benefits; identify recurring circuit and equipment costs; mentor and lead others; show diplomacy; establish and maintain cooperative working relationships; apply troubleshooting methodologies to resolve technical situations; manage and monitor security devices; critically analyze network issues and security requirements; and work with contractors; act as a team leader on projects.

NEW MEXICO JUDICIAL BRANCH

TELECOMMUNICATIONS SPECIALIST SENIOR

EXAMPLES OF WORK PERFORMED

Administer and monitor LAN/WAN secure data communication circuits and equipment; analyze, design, implement and manage the Judiciary's network security system to prevent damaging network attacks; implement and configure services to prevent unauthorized access and network compromise; monitor network access, traffic and event logs; evaluate security after a network modification; design, implement and manage network security policies; configure and install secure network/data communication equipment; document visual network diagrams and configurations, equipment and circuit identification, circuit information and telecommunications assets, such as fire walls, routers, switches, servers; and passwords for routers, switches, servers, video cameras, fire walls, and security tools; troubleshoot data and video network problems; collaborate with telecommunications providers to isolate, identify and resolve problems; work with users to resolve network problems; assess judiciary network infrastructure upgrades and provide data communication engineering support; assist Judicial Information Division (JID) staff with technical issues and staff initiatives; identify, analyze, design and implement new or improved network data communication circuits to benefit the Judiciary; analyze, design, install and manage video digital and training network for judicial entity video arraignment program; assist in the development of video conferencing and bridge technical standards, usage protocol and technical procedures and security levels; monitor use of video circuits; assist in scheduling video traffic; monitor and report on costs for network circuits, equipment purchases, video connections and recurring equipment maintenance; maintain circuit and voice circuit lists by location, equipment, service and costs; provide telecommunications voice and data network engineering analysis and judiciary system requirements for facility remodels or new construction, and monitor for compliance; review and recommend software and hardware equipment purchases, upgrades and maintenance service renewals; provide voice and voice mail telephone engineering support and management for local judicial entities. May when assigned act as the team lead on a projects including motivating and mentoring others, planning and assigning work, and providing appropriate training, coaching and feedback.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job.

Work is performed in an office, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.