

**CITY OF LOS ANGELES  
CIVIL SERVICE COMMISSION**



**CLASS SPECIFICATION**  
POSTED JUNE 1999

04-26-96                    **COUNCILPHONE AND VOICEMAIL TECHNICIAN, 3685**

**Summary of Duties:** Assists and performs skilled work in managing, operating, installing, maintaining, servicing and repairing the City's Councilphone and Voicemail systems and related equipment in accordance with established procedures and technical operations standards; maintains records and writes reports on Councilphone and Voicemail usage; assists the Council video and audio crew as assigned; and does related work.

**Distinguishing Features:** An employee of this class performs a variety of tasks related to telephone systems designed for Councilphone and Voicemail and video and audio production works. A Councilphone and Voicemail Technician manages and operates the Councilphone and Voicemail systems in accordance with established procedures and technical operations standards to ensure that these systems are fully operational and upgraded as necessary. Employees in this class assist and work closely with Communications Electricians and Video Technicians in the installation, wiring, maintenance, and repair of telecommunications systems and related equipment. Assignments normally are given verbally and in writing and results are evaluated in terms of desired results. Completed work is checked by inspection, review of reports, and satisfactory performance of systems in operation.

**Examples of Duties:** A Councilphone and Voicemail Technician:

- ! Receives, processes, and maintains requests for Councilphone coverage of various public meetings, such as meetings of the City Council and its committees, City Boards and Commissions, and Ad Hoc Committees;
- ! Coordinates all requests for Councilphone coverage and Voicemail based on the availability of equipment and established operating procedures;
- ! Assists in the operation, installation, and wiring of the Councilphone and Voicemail systems;
- ! Assists in the maintenance, testing, repair, inspection, and upgrading of the Councilphone and Voicemail systems;
- ! Routinely operates and assists in the installation, maintenance, testing, and inspection of related telecommunications systems equipment, such as telephone instrument, multi line systems, patchbays, electronic telephone switching systems, office intercommunication, sound and public address

- systems and computers;
- ! Works with the manufacturer of the Voicemail system to ensure that the system is fully operational and upgraded as appropriate;
  - ! Regularly updates the Councilphone menu and schedule;
  - ! Provides training and technical assistance to other staff members and employees of other City departments on the Councilphone and Voicemail systems;
  
  - ! Makes changes in voicemail services and features as requested and needed by voicemail users;
  - ! Keeps work records and prepares quarterly reports on Councilphone and Voicemail usage;
  - ! Prepares public meeting agendas on videotape for airing on L A Cityview Channel 35;
  - ! Provides support to video and audio crews by operating various video and audio equipment, such as character generators, microphones, audio boards, recording devices and video cameras;
  - ! Works with telephone company technicians and technicians from other jurisdictions, contractors, and employees from other City departments;
  - ! Recommends system and service improvements.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** Incumbents must have the following knowledges and abilities:

**A good knowledge of:**

- ! Principles of electricity and electronic theory relating to telecommunications systems and related equipment, such as telephone instrument, multi line systems, patchbays, electronic telephone switching systems, office intercommunication, sound and public address systems and computers;
- ! Common sources of trouble in, and the methods of servicing and repairing telecommunications systems and related equipment, such as telephone instrument, multi line systems, patchbays, electronic telephone switching systems, office intercommunication, sound and public address systems and computers;
- ! Test equipment, tools, and materials used in the installation, maintenance, servicing, inspection and repair of telecommunications systems and related equipment, such as telephone instrument, multi line systems, patchbays, electronic telephone switching systems, office intercommunication, sound and public address systems and computers;
- ! Safety precautions, hazards, principles, and practices involved in working on or installing energized lines and equipment.

**Examples of Duties (Cont.):**

**A working knowledge of:**

- ! Established procedures and technical operation standards for the Councilphone and Voicemail systems;
- ! Training techniques and practices.

**A general knowledge of:**

- ! Federal Communications Commission regulations pertaining to the operation and maintenance of telecommunications systems.

**The ability to:**

- ! Trace, locate, and repair equipment problems for Councilphone and Voicemail systems and video and audio equipment used by Council video and audio crews;

**Examples of Duties (Cont.):**

- ! Use test equipment, tools, and materials employed in the installation, maintenance, servicing, inspection and repair of telecommunications systems and related equipment, such as telephone instrument, multi line systems, patchbays, electronic telephone switching systems, office intercommunication, sound and public address systems and computers;
- ! Adapt established practices, procedures, and principles of electrical and electronic circuitry to particular problems, conditions, and service needs of telecommunications systems and related equipment;
- ! Interpret and enforce established procedures and technical operation standards for the Councilphone and Voicemail systems;
- ! Understand and work from communication plans, schematic diagrams, sketches and drawings, and technical manuals;
- ! Follow oral and written instructions;
- ! Keep records and write clear and concise reports;
- ! Communicate and deal tactfully and effectively with City officials, employees, supervisors, representatives from outside agencies, and the public;

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

**Minimum Requirements:**

1. Two years of full-time paid experience in the operation, installation, and maintenance of computer based telephone call management systems and related equipment.
2. A two-year degree or certificate in electronics or computer science from a recognized college or trade school may substitute for one year of the required experience.

**License:** A valid California drivers license may be required for some positions in this class.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.**