



HANOVER COUNTY GOVERNMENT
invites applications for the position of:

TELECOMMUNICATIONS/SECURITY TECHNICIAN

SALARY:	\$43,413.00 - \$64,685.00 Annually
JOB TYPE:	Full-time
LOCATION:	Hanover Courthouse, Hanover
DEPARTMENT:	General Services - Facilities Division
OPENING DATE:	06/08/22

DESCRIPTION:

General Description: This is a technical position. The incumbent performs difficult tasks to maintain all aspects of the County Government and School system telephone and voice-messaging systems including cable and wire management and peripheral equipment. The incumbent is also responsible for maintaining all aspects of the County Government door access system and performing changes as needed.

Organization: The Telecommunications Technician reports to the Telecommunication & Security Manager. The Telecommunications Technician position is part of Hanover County's Career Development Program (CD). The Ladder has four (4) levels ranging from Telecommunications Technician I to Telecommunications Technician Senior.

Essential Functions:

- Provides daily support to County Government and School system staff for all telecommunication requests including voice-messaging system.
- Provides daily support to County Government staff for all door access system and hardware related requests
- Provides emergency repair as needed to County Government and School system telephone and voice-messaging systems.
- Contacts local telephone companies for service, repair, and new installations.
- Contacts and oversees County's voice facilities providers.
- Orders and maintains telecom equipment for County Government and School system.
- Retains current database downloads for all County Government and School system telephone and voice messaging systems
- Performs related work as assigned.

Working Conditions:

- A. Hazards
 - Performs work at times in locations undergoing construction
- B. Environment
 - Office
 - Field
- C. Physical Effort
 - Moderate – Ability to lift up to fifty (50) pounds
- D. Non-exempt

Knowledge, Skills and Abilities: Thorough working knowledge of PBX (Telephone system) equipment, voicemail systems and Phone Service Provider (TELCO) facilities. Mitel phone system experience preferred but not required. Working knowledge of office/building security software and/or systems. Ability to troubleshoot telephone and voicemail system equipment. Ability to perform routine moves, additions and software changes in telephone and voicemail systems. Ability to work independently as well as within a team.

Education, Experience and Training: High school diploma required with at least three (3) years' experience in telephone and voice-messaging systems preferred. Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve-month probationary period
- Work beyond normal work schedule at times including nights, weekends and on-call

Revision Date: March 2022

SPECIAL INSTRUCTIONS TO APPLICANTS:

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SUPPLEMENTAL INFORMATION:

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.hanovercounty.gov>

Position #202200122
TELECOMMUNICATIONS/SECURITY TECHNICIAN
WB

7515 Library Drive
Hanover, VA 23069
804-365-6075

humanresources@hanovercounty.gov
