

Bulletin Number	43569BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Internal Services
Position Title	COMMUNICATIONS SERVICES ANALYST
Additional Title	
Exam Number	W3725J
Filing Type	Open Continuous
Filing Start Date	09/25/2014
Salary Type	Monthly
Salary Minimum	\$5372.36
Salary Maximum	\$6673.64
Benefits Information	<p>Represented Employees</p> <ul style="list-style-type: none"> • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
Position/Program Information	<p>APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS WILL NOT BE ACCEPTED BY U.S. MAIL, FAX, OR IN PERSON.</p> <p>Acts as liaison between the Internal Services Department and operating departments on communication services, equipment and systems. Positions allocable to this class report to a higher level supervisor and are characterized by their responsibility for assisting County departments in planning and installing of communications systems, and in securing, coordinating, and expediting Internal Services Department (ISD) services for operating departments.</p>
Essential Job Functions	<p>Identifies the need for, and determines operational requirements of communications services, equipment and systems for operating departments.</p> <p>Assists operating departments in developing requests for ISD communications services, and coordinates and expedites the provision of such services.</p> <p>Acts as liaison between ISD and operating departments to maintain continuity and integrity of communications systems.</p> <p>Participates in staff and management meetings on departmental operations and activities.</p> <p>Attends public and private agency meetings which may affect communications requirements and planning activities.</p> <p>Maintains an awareness of developments in the field of communications which may be of use to operating departments.</p> <p>Conducts on-site evaluations to assess communications in support of routine service requests or projects.</p> <p>Manages service requests from inception through completion; coordinates the completion of service evaluations with operating departments.</p> <p>Coordinates the activities of internal and external vendors and clients in support of the operating department's service request or project.</p> <p>Conducts billing investigations through resolution of the initial inquiry.</p> <p>Drives an automobile to meetings or work sites in order to perform job related functions.</p>

Selection Requirements

SELECTION REQUIREMENTS: Four (4) years' paid experience involving on-site investigations to analyze, evaluate, and recommend alternative telecommunications systems and equipment which meet customer's organization operational requirements; including the selection of appropriate telecommunications systems, preparation of lease or purchase requisitions to vendors and public utilities, and the monitoring of installation and testing of systems and equipment for final acceptance.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

License(s) Required

A valid California Class C Driver License is to perform job-related essential functions.

Desirable Qualifications

TECHNICAL:

Experience in gathering customer specifications and preparing database information for Voice over Internet Protocol (VoIP) systems, and key systems, including Nortel Meridian key systems; and Private Branch

Exchange (PBX)(i.e., NEAX 2400 or Nortel Meridian One).

Experience in operating a personal computer using Microsoft Windows 95, 98 or NT operating systems, the Microsoft Office Suite, VISIO and e-mail.

Knowledge and experience with Call Processing Systems, including Automatic Call Distribution, Interactive Voice Response, Voice Mail Systems, or Automated Attendant.

Knowledge and experience managing Data Service Requests including cabling, Data Services Unit/Communications Services Unit equipment, controllers or LAN/WAN systems.

Knowledge and experience in advanced VoIP Applications, including IP Video and IP Collaboration Systems.

GENERAL:

Excellent technical, analytical, and organizational skills.

Excellent customer service and interpersonal skills.

Ability to communicate clearly and effectively both verbally and in written form.

Special Requirement Information

Applicants for this position will be required to obtain a copy of his/her driving record from the California State Department of Motor Vehicles. A copy of your driving record must be presented at the time of filing. License must not be suspended, restricted or revoked. AN APPLICANT WHOSE DRIVING RECORD SHOWS FOUR OR MORE MOVING VIOLATIONS WITHIN THE LAST TWO YEARS WILL NOT BE APPOINTED.

Examination Content

This examination will consist of an oral interview covering training, personal fitness and general ability to perform the duties of the position weighted 100%. Candidates must achieve a passing score of 70% or higher on the interview in order to be placed on the Eligible Register.

Special Information

A thorough background investigation (including fingerprint search and reference verification) will be required of candidates. Candidates who are found to be unsuitable for employment, as a **Communications Services Analyst** will be removed from the certification list pursuant to Civil Service Rule 6.04.

DISQUALIFYING FACTORS INCLUDE, BUT ARE NOT LIMITED TO

- Felony convictions

- Certain job-related misdemeanor convictions
- Certain serious traffic convictions or patterns of traffic violations (e.g. 4 or more moving violations within the past 2 years, failure to appear, at-fault accidents and driving under the influence)
- Illegal use of certain controlled substances
- Poor employment history

Appointees are required to work any shift, including nights, weekends, holidays, standby and callbacks. Also, appointees may be required to work overtime.

Vacancy Information

The resulting Eligible Register for this examination will be used to fill vacancies in the Telecommunications Services Management Division, Information Technology Service of the Internal Services Department located at 9150 E. Imperial Highway, Downey, CA 90242.

Eligibility Information

The names of candidates receiving a passing grade in the examination will be placed on the Eligible Register in the order of their score group for a period of twelve (12) months following the date of promulgation. **PASSING THIS EXAMINATION AND BEING PLACED ON THE ELIGIBLE REGISTER DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.**

Applications will be processed on an as-received basis and promulgated to the eligible register accordingly.

No person may compete for this examination more than once every twelve (12) months.

Application and Filing Information

**APPLICATIONS MUST BE FILED ONLINE ONLY.
APPLICATIONS WILL NOT BE ACCEPTED BY U.S. MAIL, FAX, OR IN PERSON.**

All applicants for this examination are required to submit a standard Online Los Angeles County Employment application. **ALTHOUGH A RESUME MAY BE ATTACHED, IT WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR THE STANDARD ONLINE LOS ANGELES COUNTY EMPLOYMENT APPLICATION.**

Fill out your application completely. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. The acceptance of your standard Online Los Angeles County Employment Application depends on whether you have clearly shown that you meet all of the Selection Requirements. Completely and correctly fill out every portion of your application to receive credit for all relevant experience, education, or training according to the Selection Requirements. Fully address any desirable qualifications that you meet, if applicable. In the space provided for education, include the names and addresses of schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and end dates, description of work performed, total number of hours worked (full or part time), and salary earned.

**WE MAY CLOSE THIS EXAMINATION WITHOUT PRIOR NOTICE.
ALL INFORMATION IS SUBJECT TO VERIFICATION.**

WE MAY REJECT YOUR APPLICATION AT ANY STAGE OF THE SELECTION PROCESS.

INSTRUCTIONS FOR FILING ONLINE

Click on the tab above or below this bulletin that reads APPLY TO JOB. We must receive your application by 5:30 p.m., Pacific Standard Time (PST), on the last day of filing.

NOTE: NO ATTACHMENTS MAY BE APPENDED TO YOUR ON-LINE APPLICATION ONCE YOU PRESS "SUBMIT." To avoid your application rejected as incomplete, have **ALL** required documents uploaded as attachments **BEFORE** submitting your online application.

If you are unable to attach required documents, you may fax them to (323) 780-9006 within fifteen (15) calendar days of filing.

SOCIAL SECURITY NUMBER : All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e., 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:
For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORDS:
All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

**County of Los Angeles
Information**

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

GENERAL EXAMINATION INFORMATION

OR

Visit <http://dhr.lacounty.info> to view the above information. Click on Career Opportunities' Tab, and then click on General Examination Information Tab.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name	Socorro Ley
Department Contact Phone	(323) 881-4687
Department Contact Email	sley@isd.lacounty.gov
ADA Coordinator Phone	(323) 267-2432
Teletype Phone	(800) 897-0077
California Relay Services Phone	(800) 735-2922
Alternate TTY Phone	(800) 899-4099
Job Field	Information Technology
Job Type	Technicians