

## **Communications Tech – Information Technology**

Lackawanna County is seeking a Communications Tech for the Information Technology Department. This position reports to the Deputy Director of Information Technology.

Hours are Monday through Friday, 9:00AM – 4:00PM.

### **KEY RESPONSIBILITIES**

- Maintain county phone system and voicemail systems
- Troubleshoot technical issues related to all county communication devices
- Maintain servers related to phone systems
- Support, troubleshoot, and use all software related to phone systems and voicemail systems
- Install phones and troubleshoot phone ports, switches, IDF's, and wiring
- Perform analysis on current phone systems and offer input for future systems and upgrades
- Perform other duties as assigned by Information Technology Management

### **KEY QUALIFICATIONS**

- Must have experience in networked PBX and KEY systems
- Proficiency in the operation of telecommunication systems including voicemail and VOIP systems
- Experience in programming and NEC systems is preferred
- Experience with Asterisk Phone Systems will be beneficial
- Strong organizational, interpersonal and analytical skills with the ability to prioritize duties, complete work within deadlines, and transition from assignment to assignment effectively
- Working knowledge and understanding of technology, how to utilize resources required to complete the assigned tasks, and the ability to learn and implement new applications quickly
- The ability to work in a team environment as well as independently

### **EXPERIENCE & TRAINING**

- High school graduate or GED equivalent required; Technology degree or certification strongly recommended
- College degree in the IT or Telecommunications field is preferred
- Combinations of experience and education may be considered

Please submit your resume, application, and letter of interest no later than July 27, 2010 to:

Human Resources, Attn: HR Analyst  
Lackawanna County Administration Building  
200 Adams Ave 6<sup>th</sup> Floor  
Scranton PA 18503  
petersens@lackawannacounty.org

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