



CLASS TITLE | UNIFIED COMMUNICATION TECHNICIAN III

PAY GRADE: IT-28 | www.cityoftulsa.org/pay

Effective Date: 11/13/2025

CLASS CODE: 3629

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for deploying, expanding, and managing the fiber optic and network systems for the city; troubleshooting issues; performing preventative maintenance; leading projects and mentoring; documenting technical activities and processes; and other related assigned duties.

ESSENTIAL TASKS:

- Plans and directs utility location, complex installations, upgrades, expansions, and tuning of fiber optic cables, and networking components to meet operational standards
- Executes with precise tracing and toning of cables to identify connections and ensure accurate labeling and documentation for efficient network management and troubleshooting
- Maintains the inventory, maintenance, and functionality of technical equipment, tools, and communication infrastructure vital for city operations
- Contributes to team efforts and assists in special projects or other duties as assigned
- Performs preventative maintenance, and repairs of various types of telecommunications equipment
- Performs installation of emulation software, fiber optic cable and termination and testing of fiber optic links
- Maintains test equipment, tools, communication towers and facilitates associated with operation concerns of the City departments.
- Directs preventative maintenance and repairs of various telecommunications equipment to ensure uninterrupted service
- Evaluates new electronic equipment and software
- Assists other department's support personnel in trouble shooting and resolving problems
- Assists with the design and implementation of other Departments local network connections to the City wide network
- Designs and installs fiber optic cabling connections to the City Wide Network, including the termination of the cabling and connecting it to the network
- Directs and supports the documentation of all technical activities, ensuring accurate record-keeping for the fiber infrastructure and report generation as necessary
- Learns independently and adapts to new technologies and techniques, becoming a mentor to junior technicians to propel the efficiency of the city's telecommunications services
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

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- (a) Graduation from high school or possession of General Educational Development (GED) Certificate, and
- (b) One (1) year of related work experience that prepares one to perform the essential tasks listed in this job description, preferred
- (c) Thirty (30) hours of coursework in electronic engineering, fiber optics, computer science, telecommunications technology, or a closely related field
- (d) Building Industry Consulting Service International (BICSI) Installer 2, Optical Fiber (INSTF) certification *preferred*

Knowledge, Abilities and Skills:

Knowledge of:

- Fiber optic technology and enterprise infrastructure
- Working knowledge of enterprise networks and telephony infrastructures (Teams)
- The safety hazards and precautions of low-voltage electrical and facilities maintenance work
- Theories, design practices, and systems engineering requirements of telecommunications equipment

Ability to:

- Analyze and diagnose problems in telecommunications and other types of equipment
- Work in hazardous and/or high locations
- Install, maintain, design, modify, and repair a variety of network-related and telephony equipment
- Understand and influence the behavior of internal and external customers in order to achieve job objectives
- Effectively document processes
- Use fiber optic tools and testing equipment for simple cable splicing and terminations
- Troubleshoot issues with a practical and straightforward approach
- Be receptive to learning and mentorship
- Work independently and with a team
- Engage in continuous learning and development
- Courteously and tactfully communicate with peers, supervisors and other members of the organization in giving and receiving information

Skill in:

- Clear verbal and written communication
- Strong analytical and critical thinking
- Developing and maintaining positive and effective interpersonal relationships



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Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key calculator and telephone; lifting, carrying, pushing and pulling up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, bending, and reaching; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

Possession of a valid class "D" Oklahoma Driver license.

Possession of a valid Building Industry Consulting Service International (BICSI) Installer 2 certification is preferred

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather, and requires travel to all City locations to perform installation and maintenance work.

EEO Code: N-03

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance