



CLASS TITLE | UNIFIED COMMUNICATION TECHNICIAN II

PAY GRADE: IT-23 | www.cityoftulsa.org/pay

Effective Date: 11/13/2025

CLASS CODE: 3637

PURPOSE OF THE CLASSIFICATION: Under general supervision performs installation, maintenance and technical repair work involving a wide variety of fiber optic and network systems, fine-tuning and comprehensive troubleshooting network systems to facilitate city-wide communication and service efficiency and performs other related assigned duties.

ESSENTIAL TASKS:

- Conducts the location, installation, and precision tuning of fiber optic cables and networking components to meet operation standards
- Executes with precise tracing and toning of cables to identify connections and ensure accurate labeling and documentation for efficient network management and troubleshooting
- Performs diagnostic process and troubleshooting efforts for network operating systems, particularly microcomputers and wireless networks
- Performs preventative maintenance and repairs of various types of telecommunications equipment to ensure uninterrupted service
- Helps maintain the inventory and functionality of technical equipment, tools, and communication infrastructure vital for city operations
- Supports the documentation of all technical activities, ensuring accurate record-keeping and report generation as necessary
- Collaborates with department goals and objectives
- Align individual performance and initiatives with department goals and strategic objectives
- Assists with special projects as assigned by management
- 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 or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**
- (b) Fifteen (15) hours of coursework in electronic engineering, fiber optics, computer science, telecommunications technology, or a closely related field
- (c) Six (6) months of related work experience *preferred*
- (d) Building Industry Consulting Service international (BICSI) Installer 1 (INSTI) certification *preferred*

Knowledge, Abilities and Skills:



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Knowledge of:

- A foundational understanding of fiber optic technology
- Working knowledge of enterprise networks and telephony infrastructures (Teams)
- The safety hazards and precautions of low-voltage electrical and facilities maintenance work

Ability to:

- Diagnose problems in telecommunications and other types of equipment
- Work in hazardous and/or high locations
- Install, maintain, and repair a variety of network-related and telephony equipment
- Engage in continuous learning and development in the field
- Learn independently
- Effectively document new processes
- Adapt to new technologies and methods
- Take direction and follow guidance from experienced peers

Skills in:

- Using fiber optic tools and testing equipment for simple cable splicing and terminations
- Teamwork and project participation
- Strong analytical and critical thinking

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 50 pounds, with occasional lifting up to 60 pounds; occasional carrying up to 60 pounds; occasional pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; Building Industry Consulting Services International (BICSI) Installer 1 (INST 1) Certification *preferred*

WORKING ENVIRONMENT: Working environment is indoors and occasionally outdoors and in inclement weather.

EEO Code: N-03



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**Group: Engineering, Planning, and Technical
Series: Communications Operations and Maintenance**