



**CURRENT EMPLOYMENT OPPORTUNITIES
QUALIFICATION SHEET**

This position is currently vacant within the Tollway.
The Human Resources Section will accept applications, with resumes from:

May 8, 2013 through May 22, 2013

<u>DEPARTMENT</u>	<u>POSITION</u>	<u>SALARY</u>
Information Technology	PBX Technician	\$17.74 - \$36.34/Hour (G-9)

JOB QUALIFICATIONS:

To be selected for a position, an applicant must (1) meet the minimum requirements of the job posting, (2) pass a written exam (if applicable), (3) satisfy a background check (which may be extensive), (4) pass an oral interview, during which the interviewer(s) will further evaluate the applicant's qualifications and (5) provide certified transcripts, certifications, and/or license upon candidate processing and/or transfer, if the position requires a degree, certification, and/or license.

Internal Applicants who are current employees must have worked in their current position long enough to pass probation to be eligible to apply for the position. In addition, applicants are also subjected to an internal investigation which includes an evaluation of their work record, safety and discipline records, their performance assessments and time and attendance records (including late starts and early quits) for the preceding 12 months. (Authorized absences will not be included for purposes of assessing whether attendance is satisfactory.)

EDUCATION:

Associates Degree in Electronic Technology or equivalent work experience and a minimum of 3-5 year's experience with telecommunications equipment and services and/or related experience. Working knowledge of computer based systems, word processing and spread sheet applications are required.

THE FOLLOWING SKILLS AND ABILITIES ARE REQUIRED/DESIRED:

- Additional requirements include a working knowledge of leased line circuits, VOIP, SONET T1/T3 operation and T1 test equipment, Auto Attendant / IVR, Modem and FAX lines, Tone/trace/punch down of cross connect wiring for PBX and Telco connections, Loop Start, Ground Start and E&M Types I, II, and V lines, T1/E1 and PRI/PRA as well as CAMA trunks and Typical Carrier rules, regulations and service procedures. Must be proficient in the operating systems of the Definity G3i, Audix, Partner PBX, Call Accounting System, Merlin Legend, and Magix PBX. Incumbent must have a minimum of 3 years experience in maintenance and/or installation of PBX and telephone systems, and telephone and data circuits.
- A main function of this position is to conduct site inspections at various Tollway facilities during regular work hours as well as subject to being "on-call". This is accomplished by incumbent use of a vehicle to travel to and from respective sites. Additionally reports to Central Administration as necessary. Visits of Tollway facilities may include meeting with Tollway employees and/or contractors. Therefore, a Valid Drivers License is required
- Additional requirements include a working knowledge of leased line circuits, VOIP, SONET T1/T3 operation and T1 test equipment, Auto Attendant / IVR, Modem and FAX lines, Tone/trace/punch down of cross connect wiring for PBX and Telco connections, Loop Start, Ground Start and E&M Types I, II, and V lines, T1/E1 and PRI/PRA as well as CAMA trunks and Typical Carrier rules, regulations and service procedures.
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- Must be able to lift 50 pounds
- Must have the ability to work overtime as required including during off hours / holidays / weekends
- Must participate in 24x7x365 scheduled support rotation
- Must carry Tollway issued cellphone for on-call support and for response to calls/incidents before or after shift hours / weekends / holidays.
- Knowledge and understanding of a wide range of hardware and analysis equipment, including PBXs, multiplexers, modems, CRTs, controllers, line monitors, etc. is desired.
- Knowledge and understanding of Call Recording and Reporting systems is desired
- Knowledge and understanding of LAN/WAN protocols and topologies; for example, TCP/IP, Frame Relay, X.25, PPP, ISDN, Ethernet, VoIP, SIP is desired.

- Knowledge and understanding of internetworking concepts-including switching, and routing is desired
- Familiarity with ANI/ALI database and lookup integration to a CTI is desired
- Familiarity with UNIX (Linux, HP-UX, Solaris, Aix, etc.) and Microsoft Operating Systems (XP/2003/2008/WIN7) is desired

Ways to apply

- **Online:** Complete the Illinois Tollway application, save it to the computer and email it to jobs@getipass.com
- **In person:** Submit the completed application or pick up and complete the application at [Illinois Tollway Headquarters](#) located at 2700 Ogden Avenue in Downers Grove between 8:00 a.m. and 4:30 p.m., Monday through Friday.
- **By mail:** Send the completed application to:
Illinois Tollway – Human Resources
2700 Ogden Avenue
Downers Grove, IL 60515

This position may be subject to Random Selection. [Random Selection Interview Policy Link](#)

[Application Link](#)

All applications must be received by the application deadline indicated on the qualification sheet or Internet site

In compliance with the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq., and the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., the Illinois Tollway actively takes steps to ensure that our employment application process is accessible to persons with disabilities. Any person with a disability who needs an accommodation for any portion of the application process is encouraged to contact the Tollway's ADA Coordinator, Lisa G. Williams, at (630) 241-6800 extension 1010, TTY (630) 241-6898, or at lwilliams@getipass.com.

PBX Technician Position Description

POSITION PURPOSE:

To perform the installation, repair, and maintenance of PBX / IP based telephone systems and their associated voicemail and call accounting systems. Manage configure, order & maintain all telephone and PBX circuits, including PRI, BRI, CO trunks, T1, T3 and Metro Ethernet. To perform routine maintenance, configuration, and emergency service, on a 24 hour / 7 days per week basis. Currently over 900 station users (phones), the computerized Voice Mail system, the Call Accounting Computer, and the computer controlled Voice Switch.

NATURE AND SCOPE:

The incumbent reports directly to the IT Support Manager, The incumbent is primarily responsible for Installs, moves, adds and changes to telephone handsets and voice mail accounts and assists with ensuring the uninterrupted operation of the Tollways' PBX and telephone circuits. The incumbent will administer, troubleshoot and maintain the PBX, voicemail and call accounting systems.

The incumbent must be proficient and knowledgeable in all aspects of cabling, station & feed Voice and Data, and maintaining structured cabling infrastructure. The incumbent utilizes communications test equipment to differentiate a fault as being either an instrument, equipment, or a defective line or a potential problem at the phone company. The incumbent must have the ability to customize the communication needs of the telephone users, resolve any problems with equipment and software, and explain additional features of the system in order for the users to utilize the equipment to its fullest. The incumbent maintains necessary supplies and equipment to support the voice and data service needs of the Tollway.

REQUIREMENTS:

Requirements for the position are as follows: an Associates Degree in Electronic Technology or equivalent work experience and a minimum of 3-5 year's experience with telecommunications equipment and services and/or related experience. Working knowledge of computer based systems, word processing and spread sheet applications are required.

Additional requirements include a working knowledge of leased line circuits, VOIP, SONET T1/T3 operation and T1 test equipment, Auto Attendant / IVR, Modem and FAX lines, Tone/trace/punch down of cross connect wiring for PBX and Telco connections, Loop Start, Ground Start and E&M Types I, II, and V lines, T1/E1 and PRI/PRA as well as CAMA trunks and Typical Carrier rules, regulations and service procedures. Must be proficient in the operating systems of the Definity G3i, Audix, Partner PBX, Call Accounting System, Merlin Legend, and Magix PBX. Incumbent must have a minimum of 3 years experience in maintenance and/or installation of PBX and telephone systems, and telephone and data circuits.

A main function of this position is to conduct site inspections at various Tollway facilities during regular work hours as well as subject to being "on-call". This is accomplished by incumbent use of a vehicle to travel to and from respective sites. Additionally reports to Central Administration as necessary. Visits of Tollway facilities may include meeting with Tollway employees and/or

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PBX Administrator
Position Description
Page 2 of 3

REQUIREMENTS (Continued):

Must be able to lift 50 pounds

Must have the ability to work overtime as required including during off hours / holidays / weekends

Must participate in 24x7x365 scheduled support rotation

Must carry Tollway issued cellphone for on-call support and for response to calls/incidents before or after shift hours / weekends / holidays.

Desired Skills ;

Knowledge and understanding of a wide range of hardware and analysis equipment, including PBXs, multiplexers, modems, CRTs, controllers, line monitors, etc.

Knowledge and understanding of Call Recording and Reporting systems

Knowledge and understanding of LAN/WAN protocols and topologies; for example, TCP/IP, Frame Relay, X.25, PPP, ISDN, Ethernet, VoIP, SIP

Knowledge and understanding of internetworking concepts-including switching, and routing

Familiarity with ANI/ALI database and lookup integration to a CTI

Familiarity with UNIX (Linux, HP-UX, Solaris, Aix, etc.) and Microsoft Operating Systems (XP/2003/2008/WIN7)

PRINCIPLE ACCOUNTABILITIES:

1. Installs, moves, adds and changes to telephone handsets and voice mail accounts.
2. Assist with the uninterrupted operation of the Tollway's telephone and PBX systems, leased telephone communication lines, and other communications equipment to work 24 hours a day, 365 days a year. This includes being on call, resolving all telephone / T1 / and communication problems, contacting the appropriate resources to resolve problems, and ensuring that maintenance and repair services are completed on a timely basis.
3. Responsible for recommending any upgrade or purchasing of additional hardware/software if the system requires these items. After receiving the equipment, the incumbent must install - configure - test - and optimize the system.
4. The incumbent must respond to communications emergencies on a 24 hr. / 7 day basis to resolve phone, line, circuit, and T1 communication problems that may affect the Public Safety services of the Tollway.
5. The incumbent maintains the telephone communication systems to keep applications from exceeding system capacity, and specifies the correct solutions for the specific problem.

PRINCIPLE ACCOUNTABILITIES (Continued):

6. Maintains good working relations with Tollway personnel to ensure proper quality of service.
7. Develops and implements any special testing and measuring procedures in order to solve unusual installation or maintenance problems.
8. When required, the incumbent will design modifications or adaptations to existing or new Tollway communications equipment.
9. The incumbent must coordinate and administer a yearly maintenance contract for the PBX, Voice Mail and Call Accounting systems to provide proper service and ensure contract compliance.
10. Develop communication applications and train users on the different features so they may utilize the telephone system to its fullest capacity.
11. Performs all other duties as assigned.