

Telecommunications Systems Analyst I

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

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| 1 | Knowledge of computer applications to enter information into database(s). |
| 2 | Ability to use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes. |
| 3 | Ability to use a variety of computer software applications and programs to set up and edit data (e.g., client user accounts) and complete other assigned work tasks. |
| 4 | Ability to remain fair and unbiased when applying Federal, State, or departmental rules, regulations, and policies. |
| 5 | Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities. |
| 6 | Ability to establish and maintain cooperative relationships with individuals and organizations to meet the department's goals and objectives. |
| 7 | Ability to use tact and diplomacy when working with people with different perspectives and viewpoints. |
| 8 | Ability to remain calm and perform effectively in high stress situations. |
| 9 | Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy. |
| 10 | Ability to act as a liaison between local agencies, contractors, utilities, consulting firms, Federal and State staff, state management, and other entities for telecommunications related issues and or/projects via telephone, email, and meetings. |
| 11 | Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors. |
| 12 | Ability to keep records and schematics and provide status reports of work proposed, in process, or completed. |
| 13 | Ability to write simple documents (e.g., letters, memos or other correspondence) to communicate with various audiences. |
| 14 | Ability to read and comprehend written materials (e.g., memos, reports, regulations, policies) in order to apply information and determine appropriate courses of actions. |
| 15 | Ability to enter, transcribe, record, store, or maintain information in written or electronic form. |

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| 16 | Ability to clearly communicate ideas and information in writing to staff, clients, agencies, the public and private entities. |
| 17 | Ability to clearly communicate ideas and information orally to staff, clients, agencies, the public and private entities. |
| 18 | Ability to consult with staff, clients, agencies, the public and private entities for telecommunications related issues and or/projects via telephone, email, and in person. |
| 19 | Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs. |
| 20 | Ability to listen to ensure optimal comprehension of information, ideas, or directives. |
| 21 | Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action. |
| 22 | Ability to use a variety of analytical techniques and resources to determine the appropriate tools and equipment needed to complete a task in accordance with departmental goals and objectives. |
| 23 | Ability to identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts). |
| 24 | Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions. |
| 25 | Ability to understand the implications of new information for both current and future problem-solving and decision-making. |
| 26 | Ability to be detailed and thorough in completing work tasks to ensure optimal product quality. |
| 27 | Ability to effectively manage time with multiple assignments and deadlines to ensure timely completion of projects. |
| 28 | Ability to establish and maintain priorities in order to complete projects and assignments on time and within budget. |
| 29 | Ability to be flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments. |
| 30 | Ability to work independently on projects or assignments with minimal supervision or detailed instructions. |
| 31 | Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks. |
| 32 | Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing budget and/or invoice related tasks. |

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| 33 | Ability to maintain a valid driver's license to travel to different work sites. |
| 34 | Ability to sit for long periods of time to complete work activities. |
| 35 | Willingness to work in an office setting to complete work activities. |