



Bock Consulting

Job Analysis

Job Title	<u>ICT Telephony Specialist</u>	Worker Name	_____
DOT Number	<u>822.281-018</u>	Claim Number	_____
Employer	<u>Pot of Seattle</u>	Employer Phone #	<u>(206) 787-3000</u>
Employer Contact	<u>Clarence Jaquez</u>	Date of Analysis	<u>April 12, 2022</u>

- Job of Injury
 Transferable Skills Job
 New Job
 40 Hours Per Week
 5 Days Per Week

Essential Functions, Tasks and Skills



The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Maritime Division, and 3) Economic Development Division.

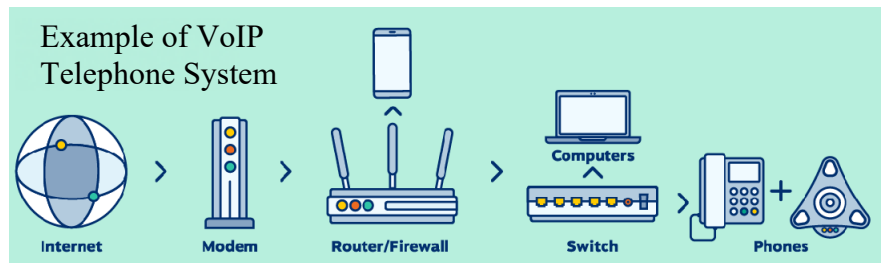
The Information & Communications Technology (“ICT”) Department at the Port of Seattle provides state of the art technology and related services across all Port Divisions.

Key functions include:

- Infrastructure (Data Management, Telephony, Network)
- Personal Computing (PC Support, Smartphone/iPad)
- Systems Delivery
- 24/7 Service Desk
- Adapt and Leverage Technology Advances
- Technology Training and Socialization to Maximize Investment
- Cyber Security Infrastructure and continual monitoring for cyber security threats



This job analysis is for an individual working for ICT as a Telephony Specialist. Telephony Specialists are responsible for providing support specifically related to the Voice-over-IP (“VoIP”) telephone systems installed throughout the Port of Seattle. Most of the work performed by Telephony Specialists is done on a computer. The Telephony Specialists primarily work from an office building located at Sea-Tac Airport, but will travel off-site to any of the buildings/properties owned/operated by the Port.



Western Washington

11410 NE 124th Street, #213, Kirkland, WA 98034
Telephone: (425) 823-7115 • Fax: (425) 823-7125

Eastern Washington

1030 N. Center Pkwy., #102, Kennewick, WA 99336
Telephone: (509) 943-7800 • Fax: (509) 943-7854



**Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018**

Assigned Tasks

- Respond to support requests related to the Port's VoIP telephone systems. Troubleshoot issues with system and devices. Address issues and implement solutions to solve the identified concern. Escalate incidents as needed.
- Document work and manage and clear trouble tickets and work orders.
- Interface and collaborate with other Port personnel to address communication issues between the telephone systems and the supporting networks.
- Work with users to identify users' needs and requirements, and provide recommendations and advice for implementing existing technology to meet users' needs.
- Move, install, program/reprogram, update, maintain, and repair telephony systems and devices. Worker must be familiar with VoIP telephone systems, cabling, wiring, circuits, computers, various computer operating systems, and related systems and devices.
- Monitor and evaluate systems' performance levels. Verify proper operation of systems through regular testing. Identify areas where improvements can be implemented.
- Maintain and update documentation associated with work processes and known issues and solutions.
- Administer and maintain telephony-related databases. Generate reports as requested.
- Assist with project planning, specification identification, and preparing project-related reports. May prepare equipment and device acquisition requests.
- Work with other Port personnel, vendors, and other stakeholders to address issues or complete telephony projects.
- Identify new features requested by users and provide feedback to supervisor(s).
- Participate as a member of a project team on larger projects to coordinate and perform assigned telecommunication-related tasks.
- Apply operating system updates and security vulnerability security patches to prevent unplanned downtime related to system and equipment failures. Coordinate tasks when network and system traffic is low and will not interfere with Port operations.
- On an on-going basis, maintain knowledge of industry standards and best practices.





Job Analysis: ICT Telephony Specialist (Port of Seattle) DOT # 822.281-018

Qualifications, Skills and Abilities

- Technical knowledge of telecommunications systems, equipment, standard protocols, cabling, wiring, circuits, computers, various computer operating systems, and related systems and devices.
- Familiarity with computers, Microsoft Exchange, Microsoft Teams, Microsoft Office applications (specifically Outlook, Word, Excel, and PowerPoint), and databases.
- Excellent customer service and troubleshooting skills.
- Excellent communication, interpersonal, organizational skills.
- Ability to work with attention to detail.
- Ability to be part of a team, and work independently without immediate supervision to ensure assigned tasks are performed within defined timeframes.
- Ability to work overtime and off hours to support the 24 x 7 operations of the Port.
- Ability to work rotating On-Call schedule in support of afterhours emergencies.

Machines, Tools, Equipment, Personal Protective Equipment

- VoIP telephones and other telecommunications devices.
- Telephony system equipment (modems, routers, analog gateways, controllers, network racks, cable trays, media cabinets).
- Cellular/mobile devices.
- Cables and cords.
- Tool bag.
- Hand tools, including screw drivers, cutters, pliers, wire crimping tool, and punch down tool.
- Butt set (special type of telephone used for installing/testing telephone lines).
- Ladders (6 feet and 10 feet).
- Hand trucks.
- Wheeled carts.
- Port vehicles.
- Computers and applicable accessories.
- Computer printer/copier.
- General office equipment, such as desks, chairs, file cabinets, storage cabinets, facsimile machines, and other items.
- General office supplies, including reams of paper, file folders, pens and pencils, staplers, staple removers, notepads, document organizers, and laser/copy machine toners.





Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

Education/Training

Required:

- Associate's degree in in Computer Science, Telecommunications, or related field.
- Minimum 5 years of experience with telephony systems and devices.

Preferred:

- Bachelor's degree in Computer Science, Telecommunications, or related field.
- 10 years of experience with telephony systems and devices.

Valid Washington State Driver's license (or ability to obtain a valid license).

Per the Dictionary of Occupational Titles (DOT): 822.281-018 Telephone Technician

Specific Vocational Preparation (SVP): 7 (From two to four years)



Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Continuously = Occurs 66-100% of the time.	Occasionally = Occurs 1-33% of the time
Frequently = Occurs 33-66% of the time.	Rarely = May occur less than 1% of the time.
Never = Does not ever occur.	
Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Frequently
Understanding and solving problems involving math and using the results.	Occasionally
Using technology/instruments/tools & information systems.	Continuously
Working with two and three dimensional formats.	Occasionally
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Frequently
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Occasionally
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously
Learning & Processing	
Effectively learning and mastering information from classroom training.	Occasionally
Effectively learning and mastering information from on-the-job training.	Continuously
Learning from past directions, observations, and/or mistakes.	Continuously
Using common sense in routine decision making.	Continuously
Recognizing and anticipating potential hazards and taking precautions.	Occasionally
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Frequently
Determining and following precise sequences.	Frequently
Coordinating and compiling data and information.	Continuously
Analyzing, synthesizing data and information.	Continuously
Tasking and Planning	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Continuously
Directing, controlling, or planning for others as necessary for basic tasks.	Occasionally
Directing, controlling, or planning for others as necessary for complex tasks.	Occasionally
Multi-tasking.	Frequently
Planning, prioritizing, and structuring daily activities.	Continuously



Bock Consulting

Claimant:
Claim #:
April 12, 2022
Page 6 of 10

Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Continuously
Maintaining emotional control and organization under increased stress.	Continuously
Maintaining socially appropriate affect, temperament, and behavior.	Continuously
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
Working independently and/or unsupervised.	Continuously
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Frequently
Responding effectively to emergency situations.	Occasionally

Frequency Designations: Required Beneficial Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
Maintaining predictable and reliable attendance each work shift.	Required
Being punctual.	Beneficial
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Beneficial
Adjusting to a flexible schedule of work days and or shifts.	Beneficial



Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

PHYSICAL DEMANDS

N/A: Not Applicable

S: Seldom (1-10% of the time)

O: Occasional (10-30% of the time)

STRENGTH: Sedentary Light

F: Frequent (30%-70% of the time)

C: Constant (Over 70% of the time)

WNL: Within Normal Limits (talking, hearing, etc.)

Medium Heavy Very Heavy

	Frequency	Comments
Sitting	C	Working at desk, participating in meetings, and driving vehicle. Potentially while working at a remote site.
Standing	S	Picking up printouts, making copies, sending faxes, gathering items not reachable while seated, meeting/talking with co-workers, and performing telephone system tasks.
Walking	S-O	Going to pick up printouts, copies, and faxes, collecting necessary items or resources not in the immediate work area, going to talk with co-workers, going to meetings, gathering supplies and items for remote site work, and walking to work site. Walking may be over carpet, tile, asphalt, concrete, and potentially wet/slippery surfaces.
Lifting (up to 5 pounds)	F	1 or 2 telephones (1-2 lbs each), patch cables (ounces), laptop computer, paperwork (individual documents, stacks of documents, or files of documents), smaller binders, manuals, telephone handset, mobile device, and 1 ream of copy paper (5 lbs). May use either right or left hand to accomplish tasks.
Lifting (5 to 30 pounds)	N/A-S	Limited. Laptop computer with case and accessories, larger stacks of paper/file folders, larger binders, and 2 reams of copy paper (10 lbs). Potentially lifting case of 8 phones (10-12 lbs), analog gateway (7-8 lbs), boxes of patch cables, larger cables (up to 15 lbs), telephone system components, media cabinets (25-30 lbs), ladders (6 feet to 10 feet est. 16 to 30 lbs), and printer/copier toner cartridges (7-8 lbs).
Carrying (up to 5 pounds)	O-F	1 or 2 telephones (1-2 lbs each), short patch cables (ounces), laptop computer, paperwork (individual documents, stacks of documents, or files of documents), smaller binders, manuals, telephone receiver, mobile device, and 1 ream of copy paper (5 lbs). May use either right or left hand to accomplish tasks.
Carrying (5 to 30 pounds)	N/A-S	Limited. Laptop computer with case and accessories, larger stacks of paper/file folders, larger binders, and 2 reams of copy paper (10 lbs). Potentially lifting case of 8 phones (10-12 lbs), analog gateway (7-8 lbs), boxes of patch cables, larger cables (up to 15 lbs), and toner cartridges.
Pushing/Pulling (up to 10 pounds of force)	S	Opening file cabinet drawers, cabinet doors, drawers on printer/copier and fax machine. Opening/closing building and vehicle doors. Potentially when using hand truck, wheeled cart, hand tools, laying cables in cable tray, and using punch down tool. May use either right or left hand to accomplish task.
Climbing Stairs	N/A-S	Elevator is available to reach main work area. Will encounter stairs when working at remote sites.
Climbing/Work on Ladders	N/A-S	Potentially if laying cable in cable trays.
Working at Heights/Balancing	N/A-S	Potentially if working from a ladder.



Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

Bending/Twisting Neck	F	Working at desk, picking up printouts, participating in meetings, driving vehicle, lifting and carrying items, performing telephone system tasks.			
Bending at Waist	O	Reaching for items on desk, gathering items from drawers in work area, refilling the printer/copier with paper, gathering supplies at or below waist level, entering/exiting vehicle, and performing telephone system tasks at or below waist level.			
Twisting at Waist	S	Reaching for items on desk or in work immediate area, talking with co-workers, and entering/exiting vehicle, driving vehicle, and performing telephone system tasks. Note: Twisting can be limited by the worker swiveling in chair, or moving feet while working.			
Crouching/Squatting	N/A-S	Accessing items or equipment below waist level or under a desk.			
Kneeling	N/A-S	Accessing items or equipment below waist level or under a desk.			
Crawling	N/A-S	Limited. Potentially plugging a cable into a receptacle under a desk.			
Stooping	N/A-S	Limited. Moving in and around objects at remote locations.			
Reaching - Below waist	S	Gathering printouts/copies, gathering supplies and equipment, and performing device installations and other telephone system tasks.			
Reaching - Waist to shoulder	O	Reaching for items on desk, making copies, sending faxes, driving vehicle, gathering manuals, supplies and equipment, and performing device installations and other telephone system tasks.			
Reaching - Above shoulder	S	Gathering manuals, supplies and equipment, performing telephone system tasks and laying cables in cable tray. Racks holding telephone system components are 72 inches tall.			
Handling/Grasping	F	70	% Pinch Grasp	30	% Whole Hand Grasp
Forceful Grasping	N/A-S	Limited. Potentially while using wire crimping tool.			
Fine Finger Manipulation	F	Answering/dialing phones, using mobile device, using computer mouse, writing, sorting/processing paperwork, turning pages on documents/manuals, using hand tools, and connecting cables/cords.			
Keyboarding	F	A majority of tasks performed are completed using a computer.			
Writing	S	Taking notes while on the phone, in meetings, or performing inspections.			
Repetitive Motion	F	While keyboarding. Worker can generally change the order and duration of the other tasks being completed or take a break to mitigate the impact of repetitive motion.			
Driving	N/A-O	Depends on assignment. Worker may be assigned work at any any of the buildings/properties owned/operated by the Port.			
Foot Controls	N/A-O	While driving.			
Talking	C	Communicating with supervisors, co-workers, internal customers, vendors, and potentially the public.			
Hearing	C	Communicating with supervisors, co-workers, internal customers, vendors, and potentially the public. Listening for phone to ring, dial tones, or alarms. While driving.			
Seeing/Vision	C	Within normal limits, with or without correction.			



Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018

Normal Job Site Hazards	C	Limited hazards while working in office environment (majority of work). When out of the office, operating vehicle, other vehicles, working on ladders, sharp tools, and tools pinch hazards. Potentially while moving under low hanging objects and exposure to noise, dust, and fumes.
Expected Environmental Conditions	C	Majority of work is performed inside a temperature-controlled environment. When out of the office, worker may drive a temperature-controlled vehicle, or worker may be exposed to a wide range of external weather conditions.

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective quantifiable data. For this reason, a "best estimate" may have been used when reporting physical demand frequencies.

Analysis was done on the job site? Yes No (due to COVID-19 protocols)

Job Analysis Reviewed By:	Clarence Jaquez
Completed by Vocational Provider:	Brice York, B.A., CDMS

Date April 12, 2022

Signature of
Vocational Provider



**Job Analysis: ICT Telephony Specialist (Port of Seattle)
DOT # 822.281-018**

FOR PHYSICIAN'S/EVALUATOR'S USE ONLY

- The injured worker can perform the physical activities described in the job analysis and can return to work on _____
- The injured worker can perform the physical activities described in the job analysis on a part-time basis for _____ hours per day. The worker can be expected to progress to regular duties in _____ weeks/months.
- The injured worker can perform the described job, but only with the modifications/ restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent
- The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent

COMMENTS:

Date _____ Physician's/Evaluator's Signature _____

Physician's/Evaluator's Name Printed _____

PLEASE RETURN COMPLETED FORM TO: Bock Consulting
Fax: (425) 823-7125 or (509) 943-7854
Tel: (425) 823-7115 or (509) 943-7800