



MANAGER OF COMMUNICATIONS

FC: TEC-000008
PB: 09
FLSA: Exempt

PC: 930
BU: 95 (NR)
Created: June 12, 2007

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Administers, directs, manages, supervises and coordinates the telecommunications programs and activities and communications equipment maintenance within the Systems Maintenance Division of the Maintenance and Engineering Department; directs the implementation of communication software systems and transmission technologies for electronic equipment, including voice, data, image, cellular, wireless, paging and E-911; provides responsible and complex technical and administrative support to the Superintendent of Systems Maintenance; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class is responsible for the management and maintenance of data and/or voice communications networks, activities and services. Responsibilities include directing and managing activities such as strategic and tactical planning and implementation, operations and maintenance (in coordination with other impacted departments), security (E-911), telecommunications software and software systems, and telecommunications and communications resources. This class is distinguished from the Superintendent of Systems Maintenance in that the latter has management responsibility for all system maintenance activities.

REPORTS TO

This position reports to the Superintendent of Systems Maintenance.

EXAMPLES OF DUTIES – *Duties include, but are not limited to, the following:*

1. Assumes management responsibility for assigned activities for Telecommunications and Communications Maintenance within the Systems Maintenance Division.
2. Manages and participates in the development and implementation of goals, objectives, policies, procedures, and work priorities for Telecommunications and Communications Maintenance.
3. Selects assigned personnel and provides for their training and professional development; plans, organizes, assigns, directs, reviews, and evaluates the work of professional staff and consulting specialists in the development and implementation of telecommunications systems to support District business and administrative activities.

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4. Manages comprehensive communications equipment maintenance, repair, modification and installation work; directs and assigns staff to assign, schedule, and monitor work; monitors work progress and evaluates work processes, works with staff to resolve problems.
5. Interprets District policies to employees; reviews and evaluates performance, recommends merit increases and administers merit discipline as required.
6. Directs the selection of contract specialists and administers professional service contracts.
7. Prepares periodic and special reports regarding division activities.
8. Participates in the administration and development of the division's operating and capital budget; approves expenditures within budget, monitors and reports on budget issues.
9. Directs the implementation of communication software systems and transmission technologies for electronics equipment, including voice, data, image, cellular, wireless, paging, E-911, and video involving detailed analysis of requirements and costs.
10. Evaluates projects and develops service level agreements with user participation; plans and coordinates installation dates with users, departments and/or vendors; resolves problems in a timely manner.
11. Identifies problems, suggests resolution and implements in a timely manner for minimal impact to the using departments; confers with and provides professional assistance to departments on data and facilities security, systems design, project management, administration, and related matters.
12. Provides timely technical reviews for District operating and capital projects; participates in meetings with representatives of manufacturers, vendors, professional and business organizations; monitors developments related to assigned areas of responsibility, evaluates their impact upon District operations and recommends and implements policy and procedural improvements.
13. Provides staff assistance to the Superintendent of Systems Maintenance; participates in a variety of committees, provides and presents staff reports and other correspondence as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of telecommunications systems and 911 Emergency System planning and developing, including cost routing analysis.

Principles and practices of preventative maintenance and repair activities for electronic equipment.

Principles, practices and methods of project control and administration, budgeting and scheduling.

Administrative principles and methods, including goal setting, program development and implementation, employee training and development, and employee supervision.

Principles and practices of telecommunications resource planning and integration. Telecommunications hardware and transmission protocols, such as ISDN, ATM, T1-3, TCP/IP, FDDI, fiber, infrared, and microwave.

Applicable telecommunications terminology and concepts.

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Skill in:

Planning, organizing, directing, reviewing, and evaluating the work of assigned staff.

Developing, implementing and interpreting goals, objectives, policies, procedures, and work practices.

Managing voice/data telecommunications networks, including telephone switches, facilities, and Automatic Call Distribution (ACD) maintenance, management, operations, and billings.

Administering daily operating requirements, such as telephone instruments, pagers, FAXs, cellular telephones, local wiring, hardware and software support, and user adds/moves/deletes.

Preparing strategic, technical, capacity, and tactical plans on telecommunications systems, including cost effective voice/data network utilization and integration strategies.

Administering security for system/remote access and disaster recovery.

Managing large telecommunications budgets, in excess of \$2,000,000 per annum and developing cost reduction strategies through cost effective network design and utilization.

Assessing and responding to user departments and District needs, setting priorities and allocating staff to meet such needs in a timely and effective manner.

Developing and effecting telecommunications systems plans, schedules and budgets.

Meeting the reporting requirements of the Information Technology Department and the District; analyzing complex problems, evaluating alternatives and recommending solutions.

Representing the District effectively in meetings with staff, vendors, manufacturers, and others.

Making sound independent decisions within general guidelines.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

Preparing clear and concise reports and other materials.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, engineering or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in communications management which must have included at least two (2) years of administrative and/or supervisory responsibility. E-911 experience is preferred.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; field environment; exposure to heat, cold, electrical energy; confined areas.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC: 02

Safety Sensitive Designation: No