

TELECOMMUNICATIONS MANAGERDuties and Responsibilities

This is a management class of positions with several Assignment Levels. The following are typical assignments within this class of positions. All personnel perform related work.

Under varying degrees of direction, with varying degrees of latitude for independent action and decision, is responsible for the efficient operation of a voice and/or data telecommunications system. Contracts for voice and/or data telecommunications service with telecommunications common carriers and vendors. Plans for the establishment of new voice and/or data telecommunications systems and improvements of existing voice and/or data telecommunications facilities. Recommends elimination of equipment or service on the basis of analyses of cost and necessity. Tests, evaluates and selects the best voice and/or data telecommunications equipment available for use by City agencies. Reviews new technology for possible use in improving operations and reducing costs. Develops standards, procedures and policies to ensure the continuing operational effectiveness of the City's voice and/or data telecommunications networks. Is responsible for training agency coordinators in the techniques of voice and/or data telecommunications management. Is responsible for the inspection, analysis, adjustment and certification of invoices for voice and/or data telecommunications services and equipment provided to the City. Distributes charges back to agency users. Interprets Public Service Commission tariffs and plans for contingencies and courses of action which may be necessitated by proposed rate increases, revisions and adjustments. As feasible, coordinates City voice and/or data telecommunications with Federal and State facilities. Supervises the inventories of voice and/or data telecommunications equipment being used by agencies. Is responsible for overseeing the investigation and resolution of user complaints. Oversees the training and supervision of telephone operators and service representatives. Assists in the preparation of voice and/or data telecommunication budgets and provides operational data to support budget projections. May supervise the repair of related radio equipment and the maintenance of listings of City agencies in City and telephone company directories; or performs assignments equivalent to those described.

Qualification Requirements

1. A baccalaureate degree from an accredited college including or supplemented by 24 credits in the field of voice and/or data telecommunications or in a pertinent scientific, technical, electronic or related area, and four years of satisfactory full-time experience in the performance of analytical, planning, operational, technical, or administrative duties as in a voice and/or data telecommunications or closely-related electronics planning, management, and/or service organization, one year of which must have been in a highly specialized capacity and 18 months must have been in an executive, managerial, or administrative capacity or in the supervision of staff performing work in the voice and/or data telecommunications field; or

TELECOMMUNICATION MANAGER (Cont'd)

Qualification Requirements (Cont'd)

2. An associate degree from an accredited college including or supplemented by 12 credits in the field of voice and/or data telecommunications or in a pertinent, scientific, technical, electronic or related area and five years of experience as described in "1" above; or
3. Education and/or experience equivalent to "1" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and one year of the specialized experience as described in "1" above and must possess the 18 months of executive, managerial, administrative or supervisory experience as described in "1" above.

Direct Lines of Promotion

From: Telecommunications Specialist (20245)

To: None