

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Telecommunications Administrator

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### Definition

Provides supervisory management of the business services, finance, engineering, operations, or security/cyber bureau within the Iowa Communications Network (ICN); assists in the development of agency-wide strategy; and plans and develops goals and procedures to implement policies and vision set at a higher level of ICN management; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Establishes long-range program requirements/objectives and continuously evaluates organizational performance in meeting those objectives; identifies/structures the direction programs should take to provide necessary outcomes.

Collaborates with division administrators and the agency director on operational and organizational challenges that influence agency management/organizational structure; serves as a key resource person in evaluating and recommending solutions. Works closely with other bureau chiefs to ensure delivery of services and customer satisfaction. Maintains customer relationships.

Reports on program accomplishments and justifies critical and far-reaching program changes; provides authoritative advice to the director on matters of key importance to agency goals, programs, and mission.

Develops and maintains effective working relationships with a broad spectrum of key officials outside of the immediate organization to generate support for management decisions on program priorities/goals.

Interprets and implements administrative program policies, methods, and procedures to conform with changing telecommunications regulations as well as rules, regulations, guidelines, executive orders, mandates, and legislative acts.

Reviews narrative and statistical plans for services or responses to requests for proposals for the assigned programs to assure alignment with ICN objectives, gain ideas for future statewide initiatives, and make recommendations for funding. Administers service contracts with vendors or customers to maintain the highest level of service to customers and minimize any network downtime due to technical difficulties.

Establishes, modifies, and implements quality systems, transmission, circuit, and major switching engineering and design for State's fiber optic network; applies sound engineering principles to assure leading edge technology as an educational telecommunication voice, video, and data provider.

Oversees the implementation of additions, modifications, and removal of network elements and associated equipment. Manages outside plant work operations among engineering staff and other ICN areas in matters that impact ICN service; interfaces with the general public, public officials, and technical individuals to resolve complaints and cable damage incidents; oversees the resolution of issues between the ICN and contractors.

Develops and recommends alternative plans to eliminate cable placement conflicts, interfacing with engineers, project inspectors, and contractors; supervises cable placement construction activities, ensuring compliance with approved plans; maintains project maintenance logs and ensures reliable red line data for as-built drawings.

Oversees revenue generation and gross margin. Administers the effective delivery of services from pre-sale to production and customer project management. Manages the USAC program for the agency. Reviews market conditions and provides analysis and recommendation of pricing strategies. Provides forecasting and other financial models, including return on investment for customer projects.

Establishes appropriate standards and controls, manages security technologies, and directs the establishment and implementation of policies and procedures, security risk assessment and intrusion detection awareness. Provides security incident management and maintains cyber security internal staff training and awareness. Provides leadership and expertise with regard to major trends in cyber-crime and the regulatory environment, as well as best practices for mitigating risk of data breach, denial of service, or use of technical infrastructure for unlawful purposes.

Accounts for revenue-producing transactions at the point of service delivery, measures and tracks margin, profitability, and forecast models. Tracks telecom expenses linked to services. Oversees inventories of network equipment and management network assets. Manages agency budget formulation and appropriations. Oversees the processing of telecommunication bills, including vendor payment inquiries and research. Provides direct oversight and administration of federal grants as well as providing managing financial resources associated with major ICN projects.

## Competencies Required

### Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

- English Language – The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Abilities:**

- Written Expression – Communicate information and ideas in writing so others will understand.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision – See details at close range (within a few feet of the observer).
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.

**Skills:**

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

## Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Experience equal to ten years of full-time telecommunications work in outside plant cabling installation, network maintenance management, network communications, network operations center management, professional civil or electrical engineering, telecommunications carrier operations, application of fiber optic principles, oversight of a router network, systems security, security information and event management, intrusion detection, telecommunications business planning and sales, or telecommunications financial management.
- 2) All of the following (a and b):
  - a. Five years of full-time work experience (as described in number one); and
  - b. A combination of a total of five years of full-time experience (as described in number one) and education, where thirty semester hours of accredited college or university course work in telecommunications, computer networking, electrical or civil engineering, computer science, business, sales, or accounting equals one year of full-time experience.

*Effective date: 02/16 SA*