

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

Telecommunications Specialist Senior

Definition

This job classification is used only by the Iowa Communications Network and the Department of Public Defense.

Under limited supervision, performs advanced technical and project management work to plan, develop, and implement complex telecommunications systems and projects; provides advanced-level guidance on network design and performance; 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

Acts as primary project manager from initiation through execution and monitoring to closure. Manages strategic and tactical projects. Provides mentorship and direction for other project managers and helps organize and prioritize team workload/assignments.

Maintains processes and procedures for the ICN to manage project scope, schedule, cost, and tracks progress.

Maintains processes and procedures for the ICN to manage project task lists and interfaces with the ICN service desk, engineers and the customer.

Mediates and resolves differences among project team and stakeholders.

Assists in the review and assessment of user needs and the evaluation and selection of equipment and services; provides project support for other agencies and ICN divisions. Assists with product, service, and project proposals and presentations.

Coordinates with Sales Engineers to create cost estimates based on customer requirements. Manages project budgets based on cost estimates. Assists leadership in the creation and management of financial processes and procedures tracking project costs and revenues and tying them back to overall ICN finances.

Consults with state agencies and vendors to determine their needs and limitations regarding telecommunications equipment.

Consults with employees of state agencies and vendors to determine agency needs, requirements, and limitations regarding telecommunications equipment.

Ensures ICN maintains accurate and current network documentation and configurations. Informs management on status of projects and any issues.

Oversees ICN contractors and resolves service delivery problems. Assists leadership in the creation and management of processes and procedures to strategically manage Resources. Assists Leadership team in planning requirements and timelines for future network products and systems, including current equipment and service upgrades.

Works with the ICN leadership and technical teams to prepare and execute strategic and tactical plans.

Analyzes proposals received from vendors and partners. Makes recommendations to leadership regarding scope, schedule, cost, or related content in proposals.

Competencies Required

Knowledge:

- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Engineering and Technology – The practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- 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).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- 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.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation – Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Operations Monitoring – Watching gauges, dials, or other indicators to make sure a machine is working properly.

Minimum Qualification Requirements

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

- 1) Seven years of full-time work experience in telecommunications work in the design, implementation, operation, or security of telecommunications or network infrastructure systems.
- 2) A total of seven years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in digital telephony, video networking or in an area related to digital communications/networking equals one year of full-time experience.
- 3) Graduation from an accredited four-year college or university with a degree in telecommunications, network engineering, information technology, computer science, electrical engineering, or a closely-related field, and experience equal to three years of full-time work as described in number one.
- 4) Current, continuous experience in the state executive branch that includes one year of full-time work as a Telecommunications Specialist.

Effective date: 12/25 KC