

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

## Telecommunications Administrator

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### Definition

Oversees one or more functional areas (e.g., business services, finance, engineering, operations, or facilities) within the Iowa Communications Network (ICN); contributes to agency-wide strategic planning and supports the development and implementation of operational goals and procedures aligned with executive leadership's vision; 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-term program goals and continuously evaluates performance to ensure alignment with strategic objectives.

Collaborates with agency leadership to address operational and structural challenges; coordinates with agency leadership to ensure service delivery and customer satisfaction

Reports on program outcomes and recommends significant programmatic changes; advises executive leadership on strategic priorities.

Builds partnerships with external stakeholders to support agency initiatives and gain alignment on program goals.

Implements administrative policies and procedures in compliance with evolving telecommunications regulations and legislative mandates.

### Competencies Required

#### Knowledge:

- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- 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.
- 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, network operations engineering, cybersecurity, carrier operations, or telecom business and financial management.
- 2) All of the following (a and b):
  - a. Six years of full-time work experience (as described in number one); and
  - b. A total of four years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in telecommunications, networking, engineering, computer science, business, sales, or accounting equals one year of experience.

- 3) Graduation from an accredited four-year college or university with a degree in telecommunications, networking, engineering, computer science, business, sales, or accounting, and experience equal to six years of full-time work (as described in number one).
- 4) All of the following (a, b, and c):
  - a. Four years of full-time work experience in telecommunications work in outside plant cabling, network operations, engineering, cybersecurity, carrier operations, or telecom business and financial management; and
  - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university coursework in telecommunications, networking, engineering, computer science, business, sales, or accounting equals one year of experience equals one year of full-time experience; and
  - c. A total of two years of graduate-level education and/or full-time experience (as described in part a), where twenty-four semester hours of accredited graduate college or university coursework in telecommunications, networking, engineering, computer science, business, sales, or accounting equals one year of experience equals one year of full-time experience.
- 5) Current, continuous experience in the state executive branch that includes two years of full-time work as a Telecommunications Engineer Senior, Telecommunications Specialist Senior, or Account Consultant.
- 6) Current, continuous experience in the state executive branch that includes one year of full-time work as a Telecommunications Sales Engineer.

*Effective date: 12/25 KC*