

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

TELECOMMUNICATIONS MANAGER

DEFINITION

This job classification is used only by the Iowa Communications Network.

Performs advanced technical work in the supervision, coordination and implementation of technical telecommunications projects for the Iowa Communications Network (ICN); performs related work as required.

The Work Examples and Competencies listed 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 lower level technicians, effectively recommends personnel actions related to selection; disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Administers and supervises projects providing network records, drawings, spread sheets and other materials required for proper implementation and completion of projects; assists in overall technical planning and budget planning for projects under consideration; analyzes documentation and records of effected systems and equipment within ICN.

Reports weekly progress on projects, including budget expenditures, percent completion, problem areas and schedule conflicts; performs technical planning for service provisioning to customers.

Provides specific design criteria or drawings for vendor or contractor use, assuring that vendors have all specific installation and performance requirements; analyzes documentation and records of systems and equipment; determines needs and requests equipment and equipment transfers; provides technical support to vendors, technicians and customers.

Maintains project schedules with engineers, customers and vendors; assures schedules are met and budget expenditures and progress are reported.

COMPETENCIES REQUIRED

Knowledge of Telephony network topology and facility maintenance including power, transport and switching systems.

Knowledge of Network documentation (site drawings, maps, spreadsheet).

Knowledge of the substantive programs of ICN relative to both technical communications area, and support and administrative functions.

Knowledge of Internet Protocol (IP) Network topology and functionality including routers, servers, firewalls, and intrusion detection devices.

Knowledge of audio/video conferencing, transport and coder/decoders (codecs).

Knowledge of all phases of outside plant construction and inspection.

Knowledge of personal computer functions, e.g., word processing, spreadsheets, and e-mail. Currently utilizing Microsoft Windows Operating Systems Windows 2000 and XP; and Office Suite. Knowledge of trouble ticketing, alarm reporting systems, and circuit databases.

Ability to lead others and to work cooperatively with others in a team environment.

Ability to effectively supervise people and utilize available resources, answer questions, and provide direction.

Ability to adapt and work effectively with a variety of situations, individuals and groups.

Ability to deal tactfully with contractors and the public.

Ability to coordinate projects, ensuring adherence to time lines and quality control.

Ability to apply management practices, theories, and techniques in identifying and interpreting program requirements, policies and regulations.

Ability to perform supervisory duties such as setting departmental goals, writing performance plans and evaluations, writing and explaining procedures, and accurate time reporting.

Ability to express ideas and facts to individuals or groups effectively; make clear and convincing oral presentations; listen to others; and facilitate an open exchange of ideas.

Ability to prepare documentation package on project details and objectives.

Ability to design and update circuit layout.

Ability to prioritize many projects and tasks.

Ability to identify appropriate alternatives and choose a sound course of action.

Ability to meet customer needs in a consistently helpful and courteous manner.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to eight years of full-time technical communications work in telecommunications, or planning, public relations, administration or accounting in the telecommunications industry;

OR

an equivalent combination of education and experience, substituting thirty semester hours of accredited post high school education with major coursework in telecommunications, business administration, accounting, planning, or public relations for each year of the required experience to a maximum of four years.

NOTE:

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license or endorsement on the application.

Effective Date: 09/12 BR