



Class Code: 087  
FLSA: Exempt

## **IT TELECOMMUNICATIONS MANAGER**

### **General Purpose**

The Telecommunications Manager plans, develops, and implements the City's telecommunications infrastructure, systems and voice applications. Employees install, configure, maintain, support, and optimize all telephone systems and services, voicemail, PBX systems, and Voice over Internet Protocol (VoIP) systems. The Senior Telecommunications Analyst also analyzes and resolves telecommunications service, system issues, and supports customer needs.

### **Distinguishing Features**

The Telecommunications Manager is an advanced, senior-level professional classification. Employees apply an advanced specialized knowledge to analyze facts and solve complex problems. The classification is distinguished from the Senior Network Analyst by the emphasis on telecommunications systems' architecture on a citywide basis.

### **Supervision Received and Exercised**

The Telecommunications Manager works under the general direction of a manager. The employee receives general instructions regarding the scope of and approach to projects or assignments. Procedures and techniques are left to the employee's discretion. The employee may provide direct supervision to technical staff. They will manage projects within their specialty, and when the project manager, will functionally supervise other professional level staff.

### **Examples of Essential Duties and Responsibilities**

*The listed examples are illustrative of the classification level and not intended to list all duties typically assigned to this classification. Employees may do all or some of the listed duties, or other related duties.*

1. Manage and administer telecommunications infrastructure and its associated software, including PBXs, VoIP, call management systems, voice mail, interactive voice response, and other telephony or network applications.
2. Develop long-range telecommunications development plans in accordance with IT strategic plan. Design and oversee telecommunications projects to improve or

- expand the current infrastructure. Prepare telecommunications budget recommendations. Develop, implement, and maintain policies, procedures, and training plans for telecommunication systems administration and appropriate use. Work with end users to establish service level agreements based on customer requirements. Administer add, move, and change requests from end users as well as new line installations.
3. Monitor and identify capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems. Assess need for system reconfigurations. Conduct testing and develop disaster recovery plans to detect faults, minimize malfunctions, and backup systems. Generate telecommunications usage and inventory reports.
  4. Research emerging products, services, protocols, and standards in support of telecommunications equipment procurement and development efforts. Interact and negotiate with vendors, outsourcers, and contractors to secure products and services. Administer contracts for telecommunications equipment and services. Oversee and implement the acquisition and installation of telecommunications equipment.
  5. Collaborate with other technical staff to ensure the safe and proper installation of cabling, wiring, and other electrical hardware. Provide on-call technical support.
  6. Manage multiple telecommunications projects concurrently. Plan projects and identify project scope and resources; recommend project budget and spending plan. Identify potential risks and design strategies to mitigate or avoid them. Monitor and track project progress. Recommend changes to project plan in response to unforeseen changes or unexpected results. Manage project resources and budget. Coordinate the testing, installation and implementation of system modifications. Provide technical direction and leadership to less experienced team members.

### **Minimum Qualifications Upon Entry**

#### Extensive knowledge of:

- Current principals, practices, protocols and standards of telecommunications
- PBX, VoIP, voice mail, interactive voice services, call management systems, and telecommunications accounting systems
- Methods of the proper installation, implementation, and maintenance of telecommunications equipment, and voice/data equipment, including IVR's, Voice Recorders/Announcers, and call processing applications

#### General knowledge of:

- Principles and practices of project management
- Principles of supervision and providing guidance to others
- Principles and processes for providing customer service including customer need assessment, meeting quality standards for services and evaluation of customer

- satisfaction
- Research methods for emerging technologies

Skill to:

- Forecast telecommunication network capacity
- Plan and prepare cost estimates for telecommunication systems upgrades
- Research telecommunications issues and products
- Manage telecommunication design and installation projects
- Identify complex problems, and develop or evaluate options and implement solutions
- Analyze information and evaluate results to choose the best solution and solve problems
- Effectively communicate interpersonally, and in groups; and write clear and concise memorandums, reports or other documentation
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Ability to:

- Interpret and develop technical documentation and procedure manuals
- Be careful about detail and thorough in completing work tasks
- Develop, design or create new applications, ideas, relationships, systems or products
- Effectively prioritize tasks and plan work
- Establish effective working relationships with members inside and outside the organization
- Be pleasant with others on the job and display a good-natured, cooperative attitude
- Accept criticism and deal calmly and effectively in high stress situations

**Experience and Education**

*A typical way to obtain the required knowledge, skills and abilities would be:*

A Bachelor's degree in computer science, information science, management information systems, engineering or a related field, and five years experience designing and installing enterprise telecommunication systems. Hands-on experience trouble shooting cabling and wiring systems is desirable.

**Physical and Mental Demands**

*The listed physical and mental demands are representative of those that must be met by an employee to successfully do the essential functions of this classification. Persons with disabilities may be able to carry out the duties with accommodation. Reasonable accommodation will be evaluated upon request.*

Employees will occasionally bend, crawl, climb, and stoop to inspect cables and wiring in floors and ceilings. Employees must be able to lift or move telecommunications equipment and peripherals, which weigh up to 50 pounds. Employees must see detail at close range. They will regularly communicate with others to convey or receive information and express ideas; therefore, they must understand the speech of another person, and speak clearly so others can understand. Employees will regularly sit for extended periods. They will use their fingers to make precise coordinated movements when using a computer keyboard or hand and power tools.

Employees apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions. Work requires that employees deal with several abstract and concrete variables and order information into a logical sequence. Employees will occasionally work with emotionally charged individuals and must negotiate agreements between people with varying interests.

### Work Environment

Work is regularly performed in an indoor office setting. The employee will occasionally work early and late hours to meet time lines, provide off-hour upgrade and maintenance, and respond to emergency situations.

---

IT Telecommunications Manager, Created \_\_\_\_\_;