

COUNTY OF SOLANO

COMMUNICATIONS MANAGER

Rev. 11/05

DEFINITION

Plans, organizes, and manages programs for the design, acquisition, installation, operation, maintenance, repair and replacement of all County-wide telephone, voice over IP, radio, voice messaging, inter-active voice response, call center, and wireless service systems; manages the division budget and staff; serves as a member of the department's management team.

CLASS CHARACTERISTICS

This is a single position, management level classification responsible for developing, implementing and managing technical, fiscal and personnel activities of the Communications Division. The incumbent is responsible for managing the division budget, rate structure, inventory and billing. Exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. Participates in the development and implementation of goals, objectives, policies and priorities for the assigned program(s). Ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Financial Officer.

Exercises supervision over supervisory, technical and clerical staff.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Manages and administers the activities of the Communications Division; develops and administers policies and procedures; supervises, guides and directs the activities of subordinate staff; manages the division budget; coordinates division services with County departments, law enforcement, local government, fire prevention and similar agencies.

Plans and directs the design, acquisition, installation, operation, maintenance, repair and servicing of IP telephony, traditional telephone, wireless, and electronic radio communications equipment including the County's microwave system, radio systems, base stations, mobiles, portables and alarm systems; develops replacement program for equipment; researches technical parameters and designs various telephony, radio frequency, and other electronic systems.

Manages the County's telephone IVR, and voice messaging systems including administrative and technical functions; monitors the County's telephone usage; advises departments on methods of controlling telephone costs; recommends telephone system acquisitions; performs cost analysis and implements cost reduction programs.

Plans and directs the repair and installation of data cabling services for County departments; confers and coordinates projects with customers and other County staff; coordinates and allocates support services throughout the County and develops long range plans and priorities in consultation with the Chief Financial Officer.

Performs related administrative tasks; responds to inquiries pertaining to work orders, vendors, technical data/information, specifications, or related information; responds to request for logistical support, managerial, and personnel issues; conducts surveys of County and non-County facilities to gather information necessary for developing quotes for new or upgraded communications systems; develops, calculates and prepares rates, annual reports, project reports and related correspondence; manages vendor and supplier contracts.

Formulates, justifies and monitors the annual Communications Division budget; prepares quarterly financial reports; develops rates for leased equipment; provides other County departments and agencies with projected expenses for communications services; monitors all communications contracts to ensure compliance and ensures that all fees for rental, service and equipment installations are collected.

Reviews and implements Federal Communications Commission operational directives, procedures, rules and regulations and ensures the protection of radio frequency channels from interference; ensures all required Federal Communications Commission licenses are kept current for both County and contracting agencies; keeps informed on the changing telecommunications technology and develops appropriate training and staff development programs for the Communications Division.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Communications planning methods.

Management and supervisory practices.

Budget proposal development techniques.

Interdepartmental coordination methods and practices.

Project management techniques.

Principles, methods, personnel, materials and equipment used in the design, installation, operation and maintenance of radio, voice messaging, wireless, telephone, electronic and telecommunication systems.

Design of communication systems.

TCP/IP communications protocol, routers, and IP telephony, unified messaging and call routing as well as VPN CTI, IVR, and ISDN concepts.

WAN/LAN data infrastructure concepts including: routers, hubs, switches and topologies.

Understands and applies key standards (voice, data, and/or video) and technologies including routing protocol (OSPF, EIGRP, BGP), QOS, RSVP, RTP, SIP, 8021.1x, network mgmt., teleconferencing and multicast.

Federal and State rules and regulations affecting communication systems and operations; principles of organization, inventory control, management and supervision, and budget preparation and control.

Skills to:

Utilize basic office equipment including a personal computer, copy and fax machines and printers.

Utilize telecommunications equipment.

Ability to:

Plan, organize, direct and evaluate the work of employees and consultants.

Develop long and short range communications goals.

Forecast capacity requirements and County communications needs.

Analyze systems and equipment malfunctions and implement effective solutions.

Establish and implement new or revised policies and procedures which provide for more efficient and effective communications services.

Establish and maintain accurate communications parts, supplies, and equipment inventory.

Review and evaluate engineering proposals for electronic communications and telecommunications projects.

Establish and maintain effective working relationships with subordinates, vendors, consultants, co-workers, and representatives of County departments, and other public agencies.

Lead the analysis of complex communications network systems, including planning, designing, evaluation, selecting operating systems and protocol suites and configuring communication media with concentrators, bridges, routers, load balances, content switches, security devices PBX, Voicemail, ACD, IRU, Call Center applications, CDRs, video conferencing and/or other devices.

Design and implement appropriate disaster recovery procedures.

Establish and implement network and telecommunications security policies and procedures.

Develop and maintain safety program

Design communications systems and/or review and critique the design of communications systems done by others including consultants.

Plan and develop requests for required services and agreements for contract agencies.

Ensure that costs/revenues are within budget projections and make recommendations for corrections when significant variances occur

Determine the appropriate course of action in emergency or stressful situations.

Prepare budgets, funding proposals, narrative and statistical reports.

Comply with laws, regulations and professional practices governing radio communications services and operations.

Manage/supervise the work of others engaged in radio communication installation, maintenance and design.

Experience and Education/Training

Experience:

Five years experience in the implementation, project management and oversight of major telephone and/or radio communications systems of which at least two years have been in a supervisory or management position responsible for planning, budget preparation and personnel management.

Education/Training:

A Bachelors degree from an accredited college or university is required, preferably in computer science, electrical engineering, telecommunications and/or radio electronics.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C California Driver's License may be required.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Incumbents may be required to work outside normal business hours.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, fumes, and electrical currents.

Yolanda Irigon
Director of Human Resources

Established Date: July 1992

Revised: November 2005

BOS Date: June 30, 2003