

## **COMMUNICATIONS MANAGER**

### **Infrastructure Division**

#### **DEFINITION**

Under direction, to supervise and direct a team engaged in administration of the network infrastructure including data, wireless, telecom/VoIP (Voice over Internet Protocol), and radio communications; and perform other work as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

This is the full supervisory level classification for the Communication Series of the Infrastructure Division of IT, which provides support for agency voice and data communication networks. Incumbents are responsible for planning, assigning, reviewing, and approving the work necessary to support complex, high-impact networks and technologies within the agency. Incumbents use advanced knowledge of technology concepts coupled with strong business and planning skills to manage communication technology projects that are significant in scope, and prioritize levels of support based on importance, customer requirements, staffing, and system utilization/stability expectations. Incumbents are responsible for multiple systems and preventing a single point of failure within and of those systems, while planning for disaster recovery and directing resources to respond to new and changing customer needs. Errors may create financial liability, exposure to litigation, safety, and may adversely impact institutional image.

#### **REPORTS TO**

Infrastructure Manager  
Information Technology Director

#### **CLASSIFICATIONS DIRECTLY SUPERVISED**

May provide direction, training, scheduling, and basic supervision for the Communication and IT Specialist Series.

#### **EXAMPLES OF DUTIES**

Duties include but are not limited to the following:

- Trains other to ensure that expert level support and maintenance is provided for communication network infrastructure.
- Designs, oversees, and assists with service installations, configuration, and upgrades for communication infrastructure.
- Provides oversight and leadership in troubleshoots service issues.
- Monitors and ensures network operation, security, and integrity, advising on and taking corrective action to resolve issues and anomalies.
- Designs, develops, tests, and implements backup and disaster recovery procedures.
- Ensures compliance with industry, regulatory, and agency standards.
- Designs, develops, tests and implements (as needed) disaster recovery procedures.
- Analyzes needs and determines appropriate architecture, topology, and transmission requirements for installation of data applications and technologies.

- Provides leadership in the development of system and security standards.
- Directs and performs moves/adds/changes to existing network and phone infrastructure.
- Manages projects, coordinates the activities of assigned staff, and prioritizes multiple simultaneous efforts providing functional or administrative supervision.
- Makes formal recommendations regarding buying decisions for technology and tools.
- Transports related equipment as necessary.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Thorough knowledge of:**

- The techniques and approaches to train on and provide expert level support for communication networks and systems including data, voice, and radio.
- Advanced methods and techniques of troubleshooting network, wireless or VoIP related hardware, software and interconnectivity problems.
- Technologies utilized in communications network planning, research, and development work.
- The principles and practices of communication infrastructure design.
- The principles, practices, terminology and trends in network, wireless, VoIP, and radio communication.
- The principles and practices of installing and maintaining cable plant infrastructures.
- Applicable network cabling industry standards.
- Problem analysis techniques such as Root Cause Analysis.
- The principles, practices and methods of project management.
- The methods and techniques of developing and monitoring project budgets.
- The principles, practices and methods of training and mentoring.
- The principles, practices, and methods of leadership and supervision.
- Problem analysis techniques such as Root Cause Analysis.
- General knowledge of Requests for Proposals (RFP) and Feasibility Study Reports (FSR).

### **Ability and willingness to:**

- Provide Tier II support for critical infrastructure communication networks and train other staff on supporting those networks.
- Exercise initiative, ingenuity, independent analysis, and judgment in solving complex network installation and support problems.
- Operate applicable troubleshooting equipment and analyze cable problems using appropriate test equipment.
- Ensure the completion and maintenance of quality documentation and service records.
- Oversee radio frequency licensing.
- Assist with the writing of grant documents to secure funding for critical infrastructure networks.
- Monitor networks to analyze performance issues or faults, and determine corrective action.
- Set standards of performance tied to organizational goals to control, develop and enhance productivity of staff.

- Analyze systems and specifications, interpret customer/user requirements, and use engineering techniques to design network and transmission systems.
- Present complex topics to technical and non-technical senior staff.
- Develop and recommend project budgets and operate within budgetary constraints.
- Read, interpret and apply information from complex technical publications and documentation.
- Distinguish color-coded wires.
- Use good judgment and work with minimal direction.
- Lift items weighing up to 40 pounds.
- Work in confined/cramped body positions and climb ladders to work at elevations of 4-12 feet.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.

**TRAINING AND EXPERIENCE:**

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A Bachelor's degree from an accredited college or university with a major in a computer related field and three (3) years of experience as a lead worker or full supervisors for communication networks;

OR

Five years of progressively responsible experience working with communication networks or immediately related field, including at least three (3) years as a lead worker or full supervisor.

Completed coursework in systems design is highly desirable.

**TYPICAL PHYSICAL REQUIREMENTS**

Ability to perform physical work that includes lifting items up to fifty pounds, climbing ladders in excess of 12 feet, towers (with proper training), working in confined/cramped body positions, and distinguishing color coding.

**TYPICAL WORKING CONDITIONS**

Work is generally performed indoors though a considerable amount will take place in the field.

**SPECIAL REQUIREMENTS:**

- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift including On-Call/After-Hours emergency support.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

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