



Career Service Authority

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Telecommunications Administrator

GENERAL STATEMENT OF CLASS DUTIES

Directs and supervises comprehensive functions of telecommunications systems to provide services for agencies and/or departments of the City and County of Denver.

DISTINGUISHING CHARACTERISTICS

The *Telecommunications Administrator* class supervises communications staff and functions including responsibilities such as directing, planning, implementing expansion projects, transferring new systems into normal operations, and design and maintenance of voice and data, video and image and wireless telecommunication systems; recommending changes and allocating the necessary resources in support of telecommunications strategic and tactical planning; interacts with customers, vendors and management.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized technical knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professionals and technical employees who do not supervise.

ESSENTIAL DUTIES

Directs and supervises comprehensive functions of telecommunications systems and staff to ensure accomplishment of assigned duties and responsibilities through delegation of work, priority determination and work review.

Develops, recommends and implements short and long range telecommunication programs, plans, changes and upgrades of systems as needed.

Administers and negotiates revenue and expenditure contracts, license agreements and operating permits for telecommunications services including design and construction projects, paging, pay phones, internet services, cable TV, voice mail and cellular phones.

Develops contingency plans to cover various systems failure scenarios and recovery/restoration procedures.

Advises subordinate staff on administrative policies and procedures, technical problems, priorities and methods.

Prepares activity and progress reports.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops performance enhancement plans, documents performance, provides performance feedback and formally evaluates the work of subordinate employees; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Prepares cost and budget estimates for current and proposed telecommunications activities including capital improvement projects and/or assists in the development of telecommunications budgets; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes; implements approved budgets; performs fiscal oversight.

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Any one position may not include all of the duties listed. However,
the allocation of positions will be determined by the amount of time
spent in performing the essential duties listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Internal Controls/Integrity - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership - Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources Management - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building - Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation - Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Physical Demands:

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Subject to long irregular hours.

Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Engineering, Telecommunications, Computer Science, or a related field.

Experience Requirement:

Three years of professional experience in telecommunications or closely related field.

Education/Experience Equivalency:

An appropriate combination of education and experience may be substituted the minimum education and experience requirements.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training program prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/01/2005

REVISED BY: Jerome Cooper

CLASS HISTORY: Class specification revised to incorporate standardized supervisory duties and competencies.