

**CLASS SPECIFICATION**  
**ComNet Technical Projects Coordinator**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under direction, provides telecommunications project management and technical support services for organizations served by ComNet including, City bureaus, divisions, other Cities, Counties and other governmental agencies region-wide. Performs telecommunications systems management, design and technical support for the emergency communications center (911); and performs related duties as assigned. Responsibilities involve planning, developing, training and implementing system designs for complex and/or large projects.

**DISTINGUISHING CHARACTERISTICS**

ComNet Technical Projects Coordinator is a non-supervisory technical specialist with direct systems design, technical consulting and support responsibilities, as well as project management of contract service and system providers. The ComNet Technical Projects Coordinator also acts as a technical advisor to ComNet customer agencies and bureaus and provides project management, project documentation, cost estimates, timelines, change orders and other special technical services on multiple projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Provides project management for telecommunications system design, including project diagrams and schematics, budget projections and monitoring, work scope and timeline plans, implementation plans, risk assessment, acceptance documentation, control program schedules and performance oversight controls, status reports and compliance evaluation; defines and tracks project milestones; reports project status to bureau management; represents and coordinates assigned projects with other departments and outside agencies.
2. Performs, under an inter-bureau or inter-governmental agreement, technical consultation, network and system design, technical support, and project management for other agencies, such as the Bureau of Emergency Communication (911), the Water Bureau, Tri-Met, the Port of Portland and other jurisdictions which may contract with ComNet for emergency communications services; provides cost estimates, project scopes of work, timelines and manages relationships and vendor activities; reviews and negotiates related contract proposals for system procurement and maintenance, and evaluates services and products obtained in support of the public safety networks.
3. Analyzes telecommunication issues arising in the various City systems, researches relevant technology, applies troubleshooting techniques, evaluates alternative solutions, and recommends/implements appropriate remedies.

4. Facilitates day-to-day coordination between internal business units required to deliver telecommunications services efficiently, effectively and reliably in a manner consistent with organizational standards and processes; administers regular cross-functional project reviews and team meetings; coordinates site and customer required aspects of telecommunications cut-over projects.
5. Researches and evaluates emerging technological developments, including equipment innovations, newly developed products and services, and IT hardware/software releases, to determine applicability to the telecommunications requirements of various City activities; monitors overall functionality and usage and proposes recommendations for potential upgrades and enhancements; institutes on-going reviews for possible process improvements; identifies and isolates operational inefficiencies and develops and executes plans of corrective action; develops new processes and procedures to meet new or anticipated requirements; communicates with vendors regarding project requirements and activities.
6. Prepares and reviews Requests for Proposals for telecommunication services, equipment, installation and maintenance contracts, and participates in bid review and contractor selection and contract negotiation processes, including renegotiation of existing agreements due to expire.
7. Reviews telephonic service provision, including City 800 access and employee calling cards, conducting financial analysis to ensure economy of rate structure and recommending relevant changes.
8. Oversees the work of project support staff; oversees and coordinates employee training and development activities, including assessing training programs and determining overall program goals and objectives; consults and coordinates with vendors, service providers and/or outside consultants to provide staff training.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Telecommunications systems hardware and software characteristics, transmission and connection media, and related theories, principles and practices.
2. Telecommunications industry trends, technologies and troubleshooting techniques.
3. City operation and organization sufficient to coordinate and schedule telecommunications service activities with operational units and programs.
4. Principles and practices of complex project management.
5. Techniques for evaluating telecommunication system performance and capacity.
6. Safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.
7. Information technology and computer capabilities applicable to functional responsibilities.

**Ability to:**

1. Plan, schedule, monitor and coordinate the work of multiple contract service, system and equipment providers.
2. Develop project scopes, define project budget and timelines; evaluate risk factors and produce contingency plans.
3. Analyze complex telecommunications problems, assess operational needs, and apply appropriate cost-effective, forward-looking solutions.
4. Develop recommendations with supporting documentation.
5. Prepare and make oral presentations.
6. Monitor and manage contractor and service provider activities for quality assurance purposes.
7. Communicate effectively orally and in writing, including presenting complex technical matters to non-technical individuals.
8. Creates requests for proposal, project plans, documentation, procedures and training materials.
9. Interact effectively, engage in effective problem-solving processes, evaluate alternatives and recommend or implement proposed actions.
10. Establish and maintain effective working relationships with a diverse workforce, community and other governmental agencies.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in telecommunications, electrical or electronics engineering, or a closely related field; and at least five years of progressively responsible telecommunications and project management experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

**Class History:**

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

1056 SENIOR TRADES SUPERVISOR Adopted: 07-01-92; Revised: 08-31-94

0966 PROGRAM COORDINATOR Adopted: 07-01-92

June 2009 - Change Job Class number from 7526 to 30000626, due to system change.