**CLASS SPECIFICATION**
**Communications Division Manager**

FLSA Status:                          Exempt
Union Representation:          Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

## GENERAL PURPOSE

Under general direction from the Chief Technology Officer, manages staff, consultants and external relationships engaged in communications and network engineering and system design, radio, wireless data and microwave system operation, and business unit operations; accountable for internal decision-making concerning customer service, capital projects and daily Communications Division operations; and performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

This single-incumbent class is responsible for managing, directing and integrating diverse communications information systems and technology programs and services for the City and the region, including emergency, police and fire services, water and utility communications, Bureau communications systems, education, and other regional communications systems providing voice, video and wireless data transmission. The Communications Division Manager has responsibility for direction of communications engineering, design and operations staff.  The incumbent is responsible for all networks and systems operated, managed and engineered by the Bureau of Technology Services (BTS) Communications Division. The incumbent exercises leadership in negotiating and managing service and performance agreements with customers and developing and monitoring annual work programs. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

## 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.  Plans, organizes, integrates, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors annual work plans to achieve bureau mission, goals and performance measures; directs the development and monitors performance against bureau budget; manages, develops and implements plans, policies, systems and procedures applicable to the bureau's objectives.

2.  Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions, and subject to director and City management concurrence.

3.  Provides leadership to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the

City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4.  Assists in monitoring industry trends; evaluates the use of emerging technology in meeting long-term City, regional and public safety business and operating strategies; assists in the study of new technology to determine its utility, consistency with bureau technology standards, relevance for meeting City and regional business and operational requirements and expected return on investment; assists in the recommendation and implementation of long-range communications technology direction and strategies; establishes hardware and software standards for use in all communications systems Citywide.

5.  Provides and directs the delivery of internal consulting services on communications technology issues; works with bureau directors and managers to evaluate current and anticipated communications systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements.

6.  Develops and reviews reports of findings, alternatives and recommendations involving a broad range of complex communications system support issues; makes presentations to City management and others on communications technology projects; monitors developments related to communications systems and evaluates their impact on City operations, regional systems operations and programs; recommends policy and procedural improvements.

7.  Manages and oversees the delivery of applications development, network, communications systems operations and technical user support services to all bureaus and regional customers; directs the development, enhancement, quality assurance testing and installation of new applications and system upgrades and the installation of, implementation and conversion to new programs and hardware; directs user training programs and activities; ensures that bureau documentation standards are met; negotiates and manages service and performance agreements with customers region-wide.

8.  Directs the staff responsible for the engineering, implementation and operation of the City's audio/video technologies.

9.  Directs the staff that oversees the engineering, implementation and operation of the City's Wi-Fi technologies and associated wireless security.

10. Direct the staff responsible for the delivery of cellular voice and data, to include an understanding of cellular and wireless devices, plan management, device management and billing. Understanding of M2M technologies.

11. Directs the staff responsible for citywide firewall management for both wired and wireless networks.

12. Directs, through subordinate supervisors, communications, video, and network engineering and system design; reviews communications engineering and system design proposals for technological feasibility and cost effectiveness, and for compliance with current engineering standards and practices.

13. Directs staff engaged in operation, infrastructure maintenance and repair, equipment and system installation, and disaster recovery of the City's wireless voice and data systems, including the regional public safety radio network, ensuring sufficient capacity and reliability to support the City's bureaus and activities, and those of the regional system clients. This also includes understanding of the data solutions, i.e. LTE for radio system data delivery.

14. Assists in establishing bureau goals and objectives and in preparing the bureau budget documents, reviews budgetary proposals to determine priorities and appropriateness of staffing levels and equipment requests in relation to bureau operational needs and fiscal requirements.

15. Performs or directs project management of large technological construction and installation projects, including contractor selection, contract negotiation, performance oversight, and compliance monitoring of engineering and utility service providers.

16. Initiates and monitors implementation of appropriate safety and environmental safeguards in accordance with applicable regulations and prudent professional practice to ensure that employee, citizen, and environmental hazards and impacts of operational activities are eliminated or reduced to acceptable or allowable risk levels.

## MINIMUM QUALIFICATIONS

### Knowledge of:

1. Principles, practices and techniques of communications technology and information technology management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives.

2. Trends and directional developments in information technology applicable to formulating technological solutions to corporate enterprise objectives and regional developmental objectives.

3. Project management methods and practices for planning, budgeting, scheduling, monitoring performance and evaluating results.

4. Telecommunications system design and engineering, including deep technical knowledge of industry construction practices and standards, transmission protocols and standards, vendor roles and relationships, industry trends and strategic direction.

5. Communications, video, and network engineering management, design and operational principles, practices, materials, costs, construction techniques, current trends, regulations, standards and equipment.

6. Safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.

7. Budget, personnel, cost control and administrative practices and policies.

8. Principles and practices of sound business communications.

9. Principles and practices of effective management and supervision.

10. City human resources policies and labor contract provisions.

**Ability to:**

1. Plan, organize, integrate and manage system development, administration and communications operations, direct and control the activities of subordinate managers, supervisors and staff efforts to plan, assign, and coordinate the work of field, professional and technical subordinates.

2. Identify communications management and technology issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.

3. Provide leadership in evaluating complex communications technology strategies and develop approaches that maximize return on investment.

4. Direct the application of federal, state and city laws, codes, standards and specifications applicable to the area of specialization.

5. Present proposals and recommendations clearly and logically in public meetings and at high-level corporate meetings.

6. Represent the City in partnership meetings with a variety of public safety, utility and transportation agencies.

7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.

8. Exercise sound, expert independent judgment within general policy guidelines.

9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

10. Direct and review the preparation and interpretation of communication engineering and system design plans and specifications, codes, regulations and complex technical documents.

11. Encode streaming audio and video, established ability and experience with digital video editing software and understanding of video surveillance and security.

12. Communicate effectively orally and in writing, including scientific and technical matters to non-technical individuals, including policy makers.

13. Interact effectively, engage in or direct problem-solving processes, and the establishment of partnering with citizens, community groups and contractors.

14. Establish and maintain effective working relationships with a diverse workforce and community.

**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; or military training and experience equivalent to the university degree and experience; and at least eight years of progressively responsible communications systems experience, at least three of which were in a management capacity; or an equivalent combination of training and experience. Experience in the telecommunications carrier industry is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license.

Demonstrable engineering capability and experience that can be objectively tested.

## 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

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

0972    PROGRAM MANAGER IV Adopted:        07-01-92

Revised:

June 2009 - Change Job Class number from 7532 to 30000628, due to system change.

February 2014 – updated terminology. Changed title from ComNet Operations Manager