

CLASS SPECIFICATION
Community Technology Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after December 10, 2008 are exempt from Civil Service (Ordinance 182397)

GENERAL PURPOSE

Under general policy direction, plans, organizes, and manages the Office for Community Technology; develops, negotiates, administers and enforces telecommunications and utility franchises, in conformance with federal, state and City Code, laws and regulations; facilitates broadband planning and communications policy advocacy; oversees technology grants and consumer protection; provides staff support to the Mt. Hood Cable Regulatory Commission; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Community Technology Manager manages and integrates the programs and activities of the Office for Community Technology and performs highly complex and responsible duties in developing, negotiating, and enforcing telecommunications and utility franchises. The incumbent is accountable for carrying out telecommunications and utility franchise policy development and enforcement responsibilities as well as broadband planning and communications policy advocacy in such a manner that the public interest is protected while healthy competition is fostered in the industry. The incumbent provides policy, strategy and staff support to the Mt. Hood Cable Regulatory Commission and manages Office and Commission budgetary and financial functions and activities.

Community Technology Manager is distinguished from Community Technology Program Manager in that the incumbent manages and integrates the programs and activities of the Office for Community Technology, in addition to performing complex analytical, administration and enforcement duties.

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. Manages and integrates the work of the Office for Community Technology; develops, implements and monitors work plans to achieve office mission, goals and performance measures; develops, manages and monitors performance against the Office and Mt. Hood Cable Regulatory Commission budgets.
2. Provides leadership and works with Office supervisors and team members to develop and maintain a high performance work environment that supports 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.

3. Coordinates and oversees bureau strategic planning and implementation of strategic initiatives.
4. Develops, negotiates, administers and renews highly complex and detailed telecommunications and utility franchises for the City; conducts research and analysis and develops negotiations strategies; retains technical experts as required; drafts franchise documents and prepares required ordinances; makes presentations to City Council on telecommunications and utility franchise matters; monitors compliance of all franchisees with their respective franchises; makes determinations on appropriate compliance and enforcement actions.
5. Oversees the collection, accounting and further development of the City's utility, franchise and license fees; works with Director in pursuing revenue sources; investigates proposed revenue options for legality and effectiveness; monitors technology changes and assesses applicability of City code; oversees the distribution of public benefit fee revenue to grants, collaborative projects and other funding opportunities; ensures discretionary spending meets all code and rule requirements.
6. Oversees legislative, communications policy advocacy and regulatory matters, and provides policy, strategy and staff support to the Mt. Hood Cable Regulatory Commission (MHCRC) for subcommittee meetings, task forces, liaison groups and planning retreats.
7. Analyzes proposed changes to federal, state and local laws, regulations and rules as well as compliance orders and court decisions relating to cable, telecommunications, broadband and utilities issues; analyzes prospective impacts and recommends City legislative position statements; works with the Director and other Office team members to develop strategy for testimony or other means of providing information to decision makers; meets with external officials on a variety of policy matters including telecommunication taxation, franchise authority, broadband and community access.
8. Promotes community programming and the democratization of television for wider community use, including supporting and funding the operation of public, educational and governmental access channels; monitors cable and telecommunications industry trends; evaluates the uses of emerging technology in meeting long-term City and customer needs; recommends long-range technology direction and strategies.
9. Analyzes, develops and reviews reports of findings, alternatives and recommendations involving a broad range of cable, telecommunications and utility franchising issues; makes presentations to City management, the Mayor, City Council and Council committees and others; monitors developments related to cable, telecommunications and utility franchising matters and evaluates their impact on City operations and programs; recommends policy and procedural improvements.

10. Monitors technological and legal developments related to cable, broadband, telecommunications and utilities; follows through with implications to the Office and other City Bureaus; provides expert policy analysis, support and leadership regarding telecommunications and broadband policy and related legislative matters; directs the development of plans and special programs to implement cable policies and/or utility programs in the areas regulated by the City and MHCRC; develops and recommends policy, rule or code changes; participates and testifies in related court cases.
11. Participates in developing plans and funding strategies for an integrated citywide voice, video and data network with other City bureaus and representatives of other governmental agencies.

OTHER DUTIES

1. Assists as needed on special assignments and projects dealing with cable, telecommunications and utilities franchising.
2. Participates on national and statewide task forces and committees, representing the City and/or MHCRC for the purpose of addressing telecommunications issues and policies.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of cable and telecommunications technology management, including the franchise and utility licensing process.
2. Methods and techniques applicable to long-range and strategic cable and telecommunications planning.
3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
4. Principles of contract law and methods and practices of drafting contracts and agreements for a variety of purposes.
5. City operations and functions and associated franchise management and cable communications issues.
6. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
7. Research methods and statistical analysis techniques.
8. Principles and practices of effective supervision.
9. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize, integrate and manage telecommunications and utility franchise programs.
2. Define issues, perform research, analyze problems, evaluate alternatives and develop sound conclusions and recommendations on complex regulatory, contract, management and administrative issues.
3. Assess requirements, set priorities and allocate resources to most effectively meet needs in a timely manner.
4. Evaluate programs and make recommendations for improvement.
5. Evaluate complex telecommunications and franchise management strategies and technology and make sound, prudent recommendations that maximize return on investment.
6. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
7. Present proposals and recommendations clearly and logically in public meetings.
8. Represent the City effectively in meetings on cable and telecommunications issues and negotiate effectively on the City's behalf.
9. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
10. Exercise sound, expert independent judgment within general policy guidelines.
11. Establish and maintain effective working relationships with all levels of City management, other governmental officials, employees, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

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 business or public administration, communications engineering or a closely related field; and at least seven years of progressively responsible franchise management or telecommunications experience; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

Licenses; Certificates; Special Requirements:

Some work assignments may require 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

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

This class is composed of positions from the following class(es):

0926 ADMINISTRATIVE SERVICES MANAGER. Adopted: 07-01-92

Revised: 07-01-08 (ordinance approved 12-10-08) Renamed Senior Cable and Franchise Program Manager to Cable and Franchise Operations Manager upon review position and revision of class description and approved as a classification exempt from the classified service.

Revised June 2009 - Change Job Class number from 7696 to 30000704, due to system change.

Revised October 2011 – updated to reflect name change from Office of Cable Communications and Franchise Management to Office for Community Technology and added broadband and communications policy advocacy.

Revised 1-16-14 – updated duty descriptions resulting from move into Revenue Bureau and changed title from Community Technology Operations Manager.