

City of Portland

CLASS SPECIFICATION
COMMUNICATIONS SYSTEMS ADMINISTRATOR

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to a Manager or other management-level position. Under general direction, responsible for overseeing the development and operations of public safety radio and video communications systems and associated networks, facilities, and equipment.

Responsibilities include: planning, creating, implementing, organizing, and monitoring public safety radio and video communications systems operations; managing communications systems projects; developing and overseeing maintenance, testing, and repair schedules; ensuring quality and efficiency of equipment and operating systems; evaluating system performance; administering and delivering radio and video communications assistance and services.

DISTINGUISHING CHARACTERISTICS

Communications Systems Administrator is a supervisory-level classification.

Communications Systems Administrator is distinguished from Emergency Communications Systems Administrator in that the former oversees planning, design, acquisition, installation, maintenance, and repair of radio and video communications systems, networks, facilities, equipment, and related programs and the latter manages business systems for regional multi-jurisdictional emergency communications systems and applications.

Communications Systems Administrator is distinguished from Communications Engineer II in that the latter performs professional and technical engineering functions in the planning, design, acquisition, installation, maintenance, and repair of radio and video communications systems, networks, facilities, equipment, and related programs, while the former oversees and manages planning, design, acquisition, installation, maintenance, and repair of radio and video communications systems, networks, facilities, equipment, and related programs.

Communications Systems Administrator is distinguished from the Supervisor series in that the former is responsible for supervising public safety radio and video communications systems and staff, and requires specialized knowledge and experience.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Plan, organize, and oversee the development and operations of public safety radio, video, and other communications systems, including system design and acquisition, modifications, installations, reconfigurations, troubleshooting, maintenance, and repairs.
2. Manage communications systems projects, define job scope, estimate costs, requisition equipment and material, schedule work, and assign work to personnel.

3. Develop and oversee communications systems, facilities, and equipment maintenance, testing, and repair schedules; initiate, monitor, and review work orders; manage inventory of parts and supplies.
4. Supervise day-to-day operations of engineers and technicians that support the public safety radio system; plan, organize, direct, and review the work of staff and contractors.
5. Oversee research and evaluation of new communications systems technologies, methods, and equipment and make recommendations; assist in the purchasing and acquisition of equipment and supplies.
6. Administer and deliver radio and video communications assistance and services to other organizational units or Bureaus/Offices.
7. Ensure professional customer service is provided to customers; work with users, engineers, technicians, project managers, and vendors to provide communications systems and programs to meet user needs; implement improved business practices to provide timely and comprehensive services.
8. Perform and oversee cost and service comparisons for alternate systems; ensure efficient utilization of existing communications systems by developing effective system design plans and programs.
9. Prepare, read, and interpret technical specifications of communications systems equipment.
10. Coordinate the maintenance and acquisition of vehicles used in the installation and maintenance of communications systems.
11. Supervise staff; conduct training; develop and monitor employee work plans; schedule and assign work to staff; provide leadership; create a positive and supportive work environment.
12. Create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
13. Assist with the oversight related to performance requirements and personal development targets for staff; provide instruction for performance improvement and development; evaluate performance and complete annual performance reviews; recommend discipline as necessary.
14. Monitor and review unit programs and projects, evaluate performance, identify opportunities for improvement, and assist in the development and implementation of new tasks and responsibilities.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general supervision by a Manager or other management-level position.

Directly supervises a minimum of four (4) employees.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of principles, processes, and equipment used in installation, reconfiguration, maintenance, and repair of radio, video, and other communications systems, including complex simulcast radio systems.
2. Knowledge of the principles and practices of employee supervision, including training, scheduling, managing, evaluation, and leadership and communication skills.
3. Knowledge of safety standards and codes, and the ability to develop, implement, and monitor safe work programs and methods.
4. Knowledge of and ability to apply relevant statutes, regulations, and policies relevant to the organizational unit, including radio and video systems, facilities, and equipment.
5. Knowledge of communications systems equipment acquisition, including specification preparation and writing, bidding, review processes, and purchasing principles and practices.
6. Ability to operate and maintain a variety of instruments and equipment used to analyze, calibrate, and repair communications systems.

7. Ability to supervise and direct a diverse staff of technical and non-technical personnel.
8. Ability to establish and maintain effective working relationships with Bureau/Office staff and others encountered in the course of work.
9. Ability to communicate effectively, both verbally and in writing; provide professional customer service.
10. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
11. Ability to utilize City-specific technology and general office software.
12. Ability to make independent and logical decisions within established policies and procedures that guide the daily operations of the organizational unit and work of staff.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Course work from an accredited college or university in business administration, public administration, telecommunications, or related field;

AND

Experience: Four (4) years of experience in communication operations, maintenance, or repair, including two (2) years in a supervisory role.

Special Requirements and/or Qualifications:

None.

Preferred Qualifications:

A valid state driver's license.

Two-year technical degree or certification from an accredited college or university in electrical engineering, electronic technology or communications, or related field.

Journey-level Electrician or similar license.

Networking Certification.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: