

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATIONS**

**TECHNOLOGY OPERATIONS ADMINISTRATOR
INFORMATION TECHNOLOGY SERVICES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible supervisory and technical work overseeing the City's radio and telephone systems. Employee reports to the IT Services Director and works closely with other managers in the department, notably Technical Services Manager and IT Support Manager. Collaborates with public and private telecommunications service providers to develop cost-effective and reliable landline and wireless voice, video and data communications services, with a focus on management of selectively outsourced services. Employee serves as project coordinator for all public safety projects and utilizes both internal and external resources.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs specialized technical duties in managing and optimizing the operation of the City's radio and telephone communication systems. Work involves performing long- and short-range planning for the City's communication needs, ordering and overseeing maintenance of equipment, updating and maintaining peripheral systems, and performing basic accounting. Tact and courtesy are required in frequent contact with contractors, vendors, consultants and the general public. Extensive judgment is required in making decisions with a high degree of accountability. Work is performed with considerable independence under limited supervision of the Information Technology Director. Work is evaluated through conferences, reports and observation.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL POSITION FUNCTIONS

Responsible for allocating resources and establishing service contracts to ensure that radio, telephone, and other technology systems provide agreed-upon level of service to city departments.

Employee serves as project coordinator for all public safety projects and utilizes both internal and external resources.

Develops operating instructions, procedures and schedules for projects, checking production and altering schedules as needed to ensure deadlines are met.

Manages vendor service and maintenance contracts for department; writes quotation specifications; develops and maintains vendor and outsourced relationships.

Manages various projects in assigned area of employments including, but not limited to, completing, submitting and maintaining appropriate and related reports and records, overseeing related budgetary expenditures, ensuring timely completion, and ensuring that project goals are achieved.

Directs and supervises activities of assigned staff on an as-needed basis, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers or makes recommendations for routine personnel matters affecting subordinates on an as-needed basis, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by City Management.

Assumes line-level responsibility for radio and telephone system quality and customer satisfaction; resolves or escalates customer issues to IT department managers; assists system users in resolving problems.

Maintains call accounting system, runs usage reports and allocates cost of charges to departments and divisions; maintains internal phone directory.

Schedules and supervises maintenance of systems.

Performs administrative duties and compiles data for special projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with established goals and objectives.

Assists in the preparation of annual budget proposals in coordination with the Director of Information Technology Services, including analyzing past expenditures to determine needs; administers approved budgets, monitoring expenditures to ensure payments are made from proper accounts; implements policy and procedure recommendations made by auditors.

Formulates and implements policies and procedures relating to the application, maintenance, utility, and feasibility of microwave, voice and data radio electronics systems and services using a variety of radio frequency spectra. Works to obtain appropriate FCC licensing.

Reviews design documents and building plans for communications systems infrastructure, prepares project documentation, and oversees components of major multi-phase, complex city-wide projects.

Evaluates voice, data and video communication systems and services and measures user satisfaction through studies and assessment activities and recommends improvements or adjustments.

Reviews and recommends approval of proposals and contractual agreements for services or the acquisition of telecommunications hardware and software and system maintenance.

Handle maintenance and operations of buildings and grounds at the City's tower sites; determines tower & site capacity for new tenants; interprets tower studies

Develops, implements, administers, up-dates and enforces standards for telecommunications hardware, software and network components, including receivers; cell phones; personal data communications devices; law enforcement voice, video and data communications devices; public safety communications technology; etc.

Collaborates with other members of Information Technology Services management to design, develop, implement and administer policies and procedures governing the proper use and security of the City's information management and telecommunications technology.

Collaborates with other members of Information Technology Services management and end-user departments in developing requests for proposals for the design, development, installation and implementation of new information management and voice, video and data communications technologies to meet current and future operating requirements.

Plans, schedules and supervises the installation of new key systems, voice mail systems, automated attendant and voice response systems, network circuits and cabling distribution systems for local and wide area telecommunications networks for all City offices.

Procures new equipment, field units, operating supplies and equipment as needed.

Participates in development of the annual Information Technology Services personnel, operating and capital budget requests. Maintains equipment inventory to include replacement costs, end-of-life schedule, and disposal methods for salvage.

Analyzes telecommunication invoices received from service providers and allocates charges to the proper user accounts/departments.

Analyzes telecommunications utilization data to identify emerging needs for more cost-efficient services, expanded communications capacity, access to additional services, and other upgrades, enhancements, and improvements in efficiency.

Applies for state and federal grants beneficial to the City in the application of radio, telephone, wireless, fiber optic, and broadband networking.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES

Considerable knowledge of telecommunications networks and related facility components.

Working knowledge of voice-over Internet protocol technology.

Considerable knowledge of the capabilities, limitations, design, and operations of radio infrastructure and tower systems.

Considerable knowledge of the practices and techniques utilized in repairing and maintaining radio systems, telephone systems and related field equipment.

General knowledge of the principles of supervision, organization, and administration.

General knowledge of the current literature, trends, and developments in the field of telecommunications operations and maintenance.

Ability to analyze, troubleshoot and solve problems arising in the operation of large radio and telephone systems.

Ability to plan, assign, instruct, and evaluate the work of others.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

NOTE: Must be able and available to provide emergency responses to telecommunication failures and security breaches outside of normal working hours, as required to protect the security and integrity of City voice, data and video communications systems and maintain critical City operations.

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

Associate degree with major course work in telecommunications or related field; and 3 to 5 years radio management experience, including 2 to 3 years supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational & Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 21
Exempt

