

CITY OF MILPITAS  
Effective: April 1998  
Revision: Sept. 2003  
EEOC: Professional  
FLSA: Exempt  
UNIT: Mid-Mgmt/  
Confidential  
PHYSICAL: 1

## **TELECOMMUNICATIONS MANAGER**

### **DEFINITION**

Manages the City's communications resources including telephone systems, cellular telephone service, fiber, paging, radio, video and remote communication, performs technical planning, design, installation and maintenance of voice, video and data communication systems and networks.

### **DISTINGUISHING CHARACTERISTICS**

The Telecommunications Manager is a single position management classification within the Information Services Division of the City Manager's Office with specific program administration responsibilities. It is distinguished from the Chief Information Officer in that the latter has overall responsibility for all operations, functions and sections of the Information Services Division.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Chief Information Officer.

### **EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

Plans, designs and coordinates the installation and maintenance of telecommunication networks.

Participates in developing specifications and selecting communications software, hardware and services.

Establishes and organizes operating controls and procedures.

Manages and maintains the City's voice, video, data and remote communications resources.

Analyzes and anticipates growth needs of the city's communications resources, ensuring the acquisition and timely implementation of required resources.

Maintains expertise in City standard communications hardware and software products and systems.

Performs adds, moves and changes responding to client requirements for voice, video and data resources.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Compiles and maintains documentation and establishes appropriate procedures.

Participates on and/or leads project teams to ensure successful implementation of new systems or upgrades to existing systems.

Serves as a liaison with hardware, software and service providers for the proper acquisition, installation, operation and maintenance of City telecommunications resources.

Performs other related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

Telecommunications systems and the interrelationship of these systems with other computer equipment.

Telecommunications equipment, software and services for voice, video, and data.

State of the art telecommunications and remote access systems using a variety of platforms, and hardware and software resources.

City standard telecommunications hardware and software products and systems.

### Ability to:

Diagnose telecommunications related hardware and software problems and take effective action to resolve problems in a timely manner.

Use advanced management tools to monitor performance and capacity, and ensure maximum system availability.

Understand emerging technology and its application to improve City services.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

### EDUCATION AND EXPERIENCE

#### Education:

Equivalent to graduation from an accredited college or university with a Bachelor's degree in Telecommunications, Computer Science, or a closely related field.

#### Experience:

Four years of increasingly responsible experience in telecommunications including, voice, video and data, and remote access administration and management. Experience working in a public agency environment is highly desirable.

#### License

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California Driver's License is required.

Approved by:

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City Manager