

## MANAGER OF IT, COMMUNICATION SYSTEMS

### DEFINITION

Manages the District IT communication systems requirements and services; researches with other organizations pertaining to the District's IT communication systems services and needs; recommends policies, guidelines, and systems to meet operational requirements; and manages the central maintenance and operations of communications equipment.

### TYPICAL DUTIES

Manages the activities of the Communication Systems Branch.  
Reviews and evaluates requests for IT communication systems services and equipment for efficiency and economy and recommends alternate solutions when necessary.  
Confers with communications company representatives and District administrators regarding IT communication systems service needs and long-range planning for communications services.  
Surveys District communication systems to recommend type, extent, and costs of systems.  
Formulates, reviews, and updates guidelines for District IT communications services, including type of telephone equipment service features.  
Researches with other public jurisdictions and private firms to find procedures, methods, and practices that may be useful in improving District communication services.  
Screens price quotes for supplies and equipment for appropriateness, accuracy, and fairness.  
Assists in screening price quotes for large IT communication systems and resolves disputes concerning quotes.  
Oversees expenditures and service orders for new IT communication systems, system upgrades, damaged lines, systems, equipment, and wiring.  
Coordinates, supports, and provides technical information for special projects.  
Prepares reports and correspondence as required.  
Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Manager of IT, Communication Systems compiles, analyzes, and evaluates data pertaining to the District's IT communication systems requirements; formulates general policies and guidelines, recommends systems to provide efficient, economical communication service; and manages the activities of the Communication Systems Branch.

The Director of IT, Communication Systems administers the functions related to communications and communications equipment.

The Coordinator of IT, Communication Systems organizes the workflow of communication systems, acts as a liaison between the Communication Systems Branch and District offices and outside organization, and conducts research on more complex communication systems issues.

## SUPERVISION

General direction is received from the Director of IT, Communication Systems. General supervision is exercised over the Coordinator of IT, Communication Systems and lower level staff.

## CLASS QUALIFICATIONS

### Knowledge of:

- Customer service skills in dealing with people
- Principles of organization and management
- Fundamental principles used and limitations of voice, data, and security communications systems
- Terminology related to electronic communications systems, with special reference to public address/intercom, intrusion alarms, surveillance, and radio systems
- Methodology and analysis of communications traffic studies
- Communications equipment, telephone company regulations and policies, and Public Utilities Commission and Federal Communications Commission regulations regarding communication systems and installation
- Available discount programs
- Emerging technologies such as VOIP, networking, and system convergence
- District policies and regulations pertaining to the use of communications equipment
- Office practices and procedures
- Basic computer skills including the use of e-mail and windows packages

### Ability to:

- Work effectively with employees, supervisors, and the public, including vendors and regulatory agencies
- Direct and control a variety of activities
- Conduct studies by compiling, analyzing, and evaluating data
- Apply statistical methods of analysis and prediction
- Read and prepare communications schematic diagrams
- Speak and write clearly and effectively
- Train subordinates and provide work direction effectively
- Understand, interpret, and apply rules and procedures related to the IT communications systems of the District
- Analyze workflow problems and provide solutions
- Manage and implement large projects
- Learn new technologies and implement training for others

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university, preferably with a bachelor's degree in telecommunications systems, business administration, or a related field. Qualifying experience in addition to that required may be substituted on a year for year basis for the required education.

### Experience:

Three years of experience in planning and recommending IT communication services for a large organization, including one year related to support.

Special:

A valid California Driver License.  
Use of an automobile.

SPECIAL NOTES

Management class, exempt from bargaining units.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised  
12-18-17  
SJ