

TELECOMMUNICATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving maintaining an effective and efficient County government telephone system. The incumbent acts as a liaison between departments and the telephone company in such matters as repair, maintenance, billing and installation of telephone equipment. The incumbent is also responsible for the analysis and review of telephone communications used by County employees including cost efficiency, audit and billing procedures. The work is performed under the general supervision of the Deputy Commissioner of Public Works - Buildings and Grounds. Supervision is exercised over assigned technical and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews, analyzes and implements user requests for service additions and/or modifications;
Administers telephone system training in response to the needs of County personnel;
Analyzes system generated data and initiates program adjustments as necessary;
Prepares reports regarding maintenance of telephone equipment as well as instrument and resource allocation use;
Manages the telephone accounting system and budget transfers for user chargebacks;
Supervises, schedules and coordinates the work of subordinate and service vendors for all maintenance, repairs and changes to telephone systems;
Keeps current with all telecommunication technological advances, rule structures and industry trends;
Utilizes telephone system software in planning the operations of the Countywide system.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of telephone communication systems and equipment as they relate to governmental services, utilization and cost efficiency;
Good knowledge of the principles and practices of budget preparation and control;
Ability to plan, organize, assign, train and supervise the work of others;
Ability to communicate effectively, both orally and in writing;
Ability to establish and maintain effective working relationships with others;
Ability to analyze and resolve complex problems;
Tact;
Good judgement;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Engineering, Computer Science, Business Administration, or related field and three years of technical or administrative experience, one year of which must have been directly related to telecommunications design, installation or management; OR
- B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Engineering, Computer Science, Business Administration, or related field and four years of technical or administrative experience, one year of which must have been directly related to telecommunications design, installation or management; OR
- C) Eight years of experience as indicated above; OR
- D) An equivalent combination of training and experience as indicated within the limits of A), B) and C) above.

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COMPETITIVE