CITY OF SANTA CRUZ
TELECOMMUNICATIONS MANAGER

Reports to: Network Manager
Supervises: May act as a lead worker to IT Specialist I/II and III.
Bargaining Unit: Management

BASIC FUNCTIONS:

Under direction, manages the City's telecommunications systems and services including telephone systems, VoIP (Voice Over Internet Protocol) system, voice mail, call accounting, E911, Centrex, key systems, pagers, smartphones, cellular phones, radios, and related software and services; performs technical planning, design, installation and maintenance of voice, video and data communications systems and networks; supervises support staff; and performs related duties as assigned.

TYPICAL DUTIES: *(May include but are not limited to the following):*

- Analyzes, plans, coordinates, supports and administers Citywide telecommunications systems and services.
- Design, test, deploy and manage the VoIP system Citywide.
- Trains staff to provide basic telecommunications support while on the Help Desk.
- Dispatches, coordinates and expedites service vendors.
- Oversees/manages adds, moves, and changes, responding to client requirements for voice, video and data resources.
- Interacts with vendors to identify and resolve hardware and software problems.
- Negotiates service contracts with vendors and carriers.
- Analyzes telecommunications system functions to identify inefficiencies and incorrect billing rates; implements changes such as adding or deleting carrier services, changing routing and updating rate tables.
- Designs new configurations and updates existing configurations for City call processing applications.
- Researches, analyzes, makes recommendations regarding existing and new applications, and implements system applications and upgrades.
- Compiles and maintains documentation and establishes appropriate procedures.
- Reviews and maintains network efficiency, security and accessibility.
- Participates in planning for telecommunications systems, including needs assessment and capacity planning.
- Develops and maintains various databases associated with the communications system.
- Oversees the maintenance and publication of the City's phone directory.

- Performs new employee training and refresher training classes on communications systems for all City employees.
- Determines budgetary costs for new technology and ongoing services.
- 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 hardware and software products, and awareness of current advances in technology to accomplish City communication objectives.
- May supervise and train subordinate staff.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, squatting, stooping, crouching, kneeling and reaching in the performance of daily activities; repetitive hand movements and fine coordination in preparing reports using a computer keyboard; both near and far vision in performing computer installation and repair; color vision to accurately interpret visual displays. Acute hearing is required when providing phone and personal service. The need to lift, carry, drag and push equipment and materials weighing up to 40 pounds is also required. Additionally, attendance at multi-day off-site training sessions, weekend and evening work, and after-hours emergency call outs may be required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Working knowledge of:

- telecommunications systems and the interrelation of these systems with other computer equipment;
- telecommunications equipment, software and services for voice, video and data;
- current market offerings in telecommunications and remote access systems using a variety of platforms, and hardware and software resources;
- city standard telecommunications hardware and software products and systems;
- project management methodology and techniques;
- VoIP design, implementation and support including voicemail;
- planning, designing, implementing and troubleshooting telephone hardware and software applications;
- data communications network infrastructure as it relates to a VoIP implementation;
- configuration of IP telephone networks for the least-cost routing, security and emergency services priority;
- telemanagement database administration and usage for billing;
- budgeting processes, implementation and monitoring;
- Interactive Voice Response (IVR) systems and integration with City and vendor provided databases;
- cell phone technology and services provided.

Some knowledge of:
- principles and practices of supervision.

Demonstrated ability to:
- administer telecommunication programs;
- perform moves, adds and changes on a VoIP network;
- understand emerging technology and its application to improve City services;
- plan, implement, and coordinate major automation projects;
- diagnose telecommunications issues and problems and resolve them;
- supervise, train, and evaluate technical staff on existing and new technologies;
- work with vendors to obtain goods and services;
- manage multiple tasks, troubleshoot and problem solve;
- communicate effectively, orally and in writing, including communicating technical information in non-technical terms;
- learn, adopt and understand technology and make a commitment to continuous learning;
- establish and update city-wide telecommunications policies and procedures;
- work within a team and maintain positive relations with all City departments.

Education and Experience:
Any combination of education and experience that provides the knowledge, skills and abilities required is qualifying. A typical way to obtain these qualifications is:

Bachelor's degree in Information Systems, Computer Science, or a closely related field; three (3) years of responsible experience in telecommunications administration including a VoIP environment, operation and support; and some supervisory experience.

Licenses:
Possession, at time of hire, and continued maintenance of a valid California driver's license and safe driving record, or ability to provide suitable transportation that is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- VoIP Certification and/or CCNP (Cisco Certified Network Professional)

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