CITY OF
SIMI VALLEY

COMMUNICATION SYSTEMS COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Plans, manages and coordinates development and maintenance of citywide complex telecommunications systems. Responsibilities include analyzing technical requirements and feasibility, developing project proposals, planning, decision-making, and project fiscal management. Develops and prepares bid specifications and Requests for Proposals; evaluates and recommends the selection of vendors to secure necessary equipment and conduct installation and maintenance; analyzes and approves payment of telecommunication invoices, provision moves and adds and changes. Supervision is exercised over technical and administrative personnel. Duties include equipment procurement, directing and coordinating the installation and ongoing maintenance of radio and telephone communication systems, performing basic maintenance and troubleshooting, and facilitating interagency operational meetings and discussions. The incumbent exercises considerable independence and initiative.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Manage and plan all phases of telecommunication system development and maintenance to ensure user satisfaction, project continuity and internal consistency.
2. Oversee the preparation of bid specifications for major telecommunication projects to include towers, buildings, standby power plants, test equipment, new phone systems, land mobile radios and private microwave, technology, easements, and shared facility use agreements.
3. Ensure compliance with Federal Communications Commission (FCC) requirements for licensing, operating, and technical performance.
4. Create telephone orders for new installs and changes to the phone system and voicemail system; create call detail records reports for various departments.
5. Perform basic maintenance activity on the telecommunications systems or refer issues to maintenance vendors for resolution.
6. Develop, maintain, and articulate tactical and strategic plans necessary for optimal and effective performance of citywide telecommunications systems; research, plan, and coordinate changes to current systems.
7. Supervise and coordinate technical and non-technical staff by establishing performance measures, goals, objectives and priorities, providing direction and feedback, and ensuring assigned projects/tasks are completed accurately and by the specified due date.
8. Develop project schedules and processes to ensure user satisfaction, project continuity and the timely delivery of services.
9. Prepare regular progress, project status and problem resolution reports regarding status of telecommunications construction plans.

10. Manage relationships with vendors and contractors to ensure equipment and services procured and installed meet requirements and specifications.
11. Review development applications for field communication needs for outdoor and in-building requirements and develop project conditions accordingly.
12. Facilitate and attend user meetings with other federal, state and local agencies, the general public and other employees to maintain effective working relationships.
13. Evaluate overall and individual work performance to determine effectiveness in providing quality products within time and cost restraints.
14. Develop budgets/expenditure plans, approve telecommunication invoices, authorize payments, and monitor time and dollar expenditures to ensure projects and budgets meet established targets.
15. Coordinate the research, development, review, and preparation of grant applications; monitor existing programs for compliance with regulations.
16. Provide 24-hour support for performance problems with hardware, software, and network connectivity and integration; plan for and assist with disaster recovery planning and procedures; manage service interruptions to minimize impact.
17. Supervise and monitor the monthly servicing of the emergency generators and uninterrupted power supply.
18. Assist in the coordination of interdepartmental and departmental activities with other City departments and divisions and with outside agencies.
19. Attend and participate in professional group meetings; stay abreast of new trends and innovations in assigned field; maintain awareness of federal, state and local regulations.
20. Serve as the point of contact for the Department of Homeland Security (DHS) for telecommunication service priority (TSP), wireless priority service (WPS), and government emergency telecommunications service (GETS) for emergency communication capability during a disaster.
21. Serve as system administrator for an assigned department; coordinate and implement information system for specific department use.
22. Participate in human resources functions; review various personnel documents and reports; provide staff training to department personnel as assigned.
23. Provide staff assistance to assigned management staff; participate on a variety of boards, commissions and committees; prepare and present staff reports to City Council.
24. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Project organization management and control.
Project management tools and principles.
Principles and practices involved in designing, constructing, installing, maintaining and operating a variety of telephone, radio, microwave and other communications systems and of acceptance testing for such equipment.
Radio frequency theory as it relates to a telecommunication system.
Electronic theory as it relates to a telecommunication system.

Design and programming of telecommunications products and systems.
Operational analysis and decision-making techniques for resource allocation and organizational effectiveness.
Laws, rules and regulations of the Federal Communications Commission.
Principles and practices of supervision.
Fiscal management and budgetary preparation required to administer a budget.

Ability to:

Manage multiple large projects.
Work within stringent deadlines to complete assignments within a restricted time period.
Interpret, analyze and evaluate available data and make decisions concerning complex and comprehensive operational problems.
Evaluate the work of teams engaged in design, construction, and maintenance of a major telecommunications network.
Perform basic maintenance and troubleshooting of a telecommunication system.
Prepare budget and cost estimates to determine necessary funding for assigned area budget through projections.
Analyze and interpret financial data to determine and project budget needs.
Negotiate contract terms and conditions to achieve desired goals and objectives.
Perform a needs assessment of telecommunications requirements.
Analyze, interpret, summarize, and report research and feasibility studies.
Effectively communicate orally and in writing at all levels.
Establish and maintain cooperative relations with other public agencies and City employees.
Perform a broad range of supervisory responsibilities over others.
Be available to work nights, weekends, and holidays for emergency call-ins.
Exercise good judgment in safeguarding confidential or sensitive information.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Requires a bachelor's degree from an accredited college or university in electrical, electronic or mechanical engineering, telecommunications, computer science or related field.

Experience:

Must have a minimum of five (5) years of progressively responsible project management experience involving regional or statewide telecommunications systems.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting and moderate field environment with travel from site to site.

Physical: Sufficient physical ability to work in an office setting; sit, walk, or stand for prolonged periods of time; lift light to moderate amounts of weight; operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Adopted: August 2010
Revised: July 2016