

**Lane Council of Governments
Job Classification**

Job Title:	Telecommunications Manager	FLSA Status:	Exempt
Division:	Regional Technology Services	Range:	28
Reports To:	Associate Director	Last Revised:	August 2000

General Statement of Duties

Plans, organizes, manages and evaluates the telephone system for member agencies with responsibility for RFP development, contract negotiations and monitoring, and staff supervision.

Supervision Received

Work is performed under applicable policies, guidelines, telecommunications standards and managerial direction. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

Plans, organizes, assigns and evaluates the work of professional staff; provides training as needed.

Resource Responsibility

Considerable responsibility for financial and human resources. Includes final decisions or recommendations involving effective use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Prepares requests for proposals (RFP's) for voice related services and systems used by consortium agencies; evaluates proposals and makes recommendations; manages procurement process; negotiates contracts with vendors; monitors contract performance; selects and monitors contractors for facilities work.

Prepares and implements internal telephone policies and rates; assesses trends in cost areas; proposes methods of cost allocation to impacted agencies.

Establishes policies, procedures, and performance standards to assure efficient and effective telecommunications operations and services; designs, programs and tests voice processing applications; determines the most cost effective method of providing communications for voice and/or data among various locations.

Works with builders and architects to assure adequate cabling plans for sites, including voice and data cabling.

Analyzes systems and suggests alternative methods using telephone system software and services; works with technicians to resolve system problems.

Prepares, explains and defends telecommunications program budget; monitors budget expenditures for need and appropriateness.

Other Job Functions

Responds to inquiries, complaints, problems or emergencies affecting the availability or quality of services.

Conducts special studies or projects as assigned.

Performs other related duties as assigned.

Working Conditions

Duties are primarily performed in an office environment while sitting at a desk or computer terminal.

Knowledge, Skills, and Abilities

Thorough knowledge of telecommunication systems and equipment.

Considerable knowledge of telecommunications hardware and software and their capabilities.

Considerable knowledge of legal requirements, standards, regulations, and laws applicable to telecommunications systems.

Knowledge of supervisory principles and practices.

Considerable knowledge of RFP process, contract management, budget preparation, expenditure control and record keeping.

Ability to plan, organize and coordinate, schedule, assign and evaluate the work of support staff.

Ability to develop program goals and objectives and conduct planning activities.

Ability to analyze and evaluate operations, develop and implement corrective actions.

Ability to establish and maintain effective working relationships with employees and representatives of other agencies.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex issues or regulations.

Ability to develop and implement innovative services in area of assignment.

Physical ability to perform assigned work.

Education and Experience

Bachelor's degree in telecommunications or related field; five years progressively responsible experience providing telecommunications services, including supervisory experience; or any combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job.

Licenses, Certificates, and Other Requirements

None.