

TELECOMMUNICATIONS COORDINATORDEFINITION

Under supervision, coordinates the operation installation and maintenance activities of the City's telephone system. Develops short and long-range plans for the expansion and improvement of the telephone system.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Receives, logs and prioritizes telephone service requests from all City departments. Assigns and reviews work of telephone technicians. Ensures timely and effective service. Authorizes and orders needed equipment for new installations or replacement. Analyzes service requests and advises on selection of equipment and services. Establishes and maintains records and running inventories of telephone equipment and facilities. Maintains and analyzes records of repair activity to determine problem areas and remedial and preventive maintenance schedules. Analyzes telephone usage and misuse and devises measures for cost containment. Prepares reports as needed or required to provide information or recommendations regarding the telephone operations and its effectiveness, future expansion or maintenance requirements. Confers with representatives of City departments, telephone companies, project administrators and architects to plan for the expansion, installation and maintenance of the telephone system in accordance with City needs. Evaluates current and future telephone usage patterns to determine the number of stations, location, size and type of cable, conduit and trunk lines needed. Trains City employees in the proper and efficient use of telephone equipment to promote cost containment. Prepares Requests-for-Proposals (RFPs) for telecommunications equipment and services, including telephony systems, cabling and building wiring. Evaluates proposals and prepares recommendation on vendor selection. Assists in preparation of Requests for Council Action and related contracts/agreements for equipment and services. Performs contract management and coordinates vendor relations. Manages all aspects of leasing telecommunication circuits and telephony service from telephone service providers and engaging long distance and rate based telephone calls services. Efforts include gathering requirements, interfacing with vendors, coordinating service orders, reporting troubles and outages, and verifying and processing payments. Track expenses and compare with budgets. Assist in preparation of City budget inputs. Oversee preparation of billing and payment documents and other financial system requirements.

DISTINGUISHING FEATURES OF THE CLASS

The incumbent in this class will be the resident expert in the area of telephone operations. Besides day-to-day service of requests, evaluation of the telephone system and its effectiveness will be the major responsibility of the position.

RECOMMENDED MINIMUM QUALIFICATIONS

Graduation from an accredited two year college with emphasis in telecommunications, business or public administration, computer sciences or closely related field and two years of recent telephone communications experience including administration of telephone maintenance and repair services, planning for installation, improvement and expansion of telephone services, use of computerized digital private branch exchange or any other combination of education and experience which provides for the following knowledge and abilities.

Knowledge of: principles involved in the installation, repair, operation and maintenance of telephone equipment; types and uses of telephone equipment (including the use of master terminal/console for computerized/digital private branch exchange). Knowledge of telephone companies, their services, roles, responsibilities, and terminology in order to obtain needed information and services. Knowledge of communication distribution systems including principles of the design, implementation, and integration of telecommunications and data communications transport systems and related infrastructure. Knowledge of telecommunications and data communications cabling and wiring standards, engineering and system design fundamentals, installation techniques and practices, troubleshooting methods, and quality assurance testing.

Ability to: establish and maintain effective working relationships with representatives from telephone companies and City departments to facilitate the efficient and economical operation of the telephone system. Analyze information, problems, situations and procedures to identify patterns, tendencies and relationships; formulate logical conclusions; recognize and suggest alternatives. Modify and change the system database including class of service, restriction levels, station number changes, hunting and pick-up groups. Speak to groups of individuals in a clear and effective manner to obtain and convey information; prepare needed and required written reports.

SPECIAL REQUIREMENTS

Must possess and maintain a valid California Class C Driver's License.

SPECIAL WORKING CONDITIONS

Must be able to lift and transport loads up to 40 pounds, be able to directly listen to and talk through a variety of telephone systems, and be able to walk up and down stairs. May be assigned to work evenings or to work irregular hours, including weekends as needed.

Class title established per Council Resolution No. 85-118,
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