



Telecommunications Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #
202	TBD	2 – Professional	AFSCME	8	2-27-13	13-017

DEFINITION: Under general direction plans, directs and monitors all aspects of the District Telecommunication systems and functions; oversees and performs duties related to the operation, maintenance, upgrade, repair, and software administration of telecommunications systems; communicates with vendors, ensures vendor performance and contract compliance; and oversees technical support & collaboration provided all other AC Transit departments and outside government agencies.

REPORTS TO: The Chief Technology Officer, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Oversees installation, maintenance, troubleshooting and repair of District telecommunications equipment, servers, switches, lines & circuit, wiring, and related voice and data communications systems.
- Develops or assists in developing specifications, and oversees analysis of the District's telecommunications systems and databases; conducts research & feasibility studies; purchases and/or makes recommendations for equipment and systems.
- Provides consultation end users to maximize telecommunications systems efficiency and optimize costs.
- Oversees administration of telecommunication systems security and assignment of appropriate access privileges and authentication
- Oversees administration & troubleshooting for emergency response systems & servers including 911, PS-ALI and telecommunication system survivability plans.
- Oversees customization of programs and databases; monitors & troubleshoots Cisco Voice servers and systems for optimum performance; oversees resolution of malfunctions with features, servers, operating platform/database interfaces and networked systems.
- Develops project plans, schedules & timelines; estimates time, specifications and resources needed for projects; prepares and monitors telecommunications budget recommendations & adherence.
- Oversees District telecommunications inventory databases; reviews and approves vendor and supplier billing and work performed; develops and prepares reports for appropriate District personnel, Executive Staff, Board of Directors and outside agencies.
- Administers, negotiates, purchases and monitors wireless services; purchases and oversees assignment and distribution of wireless devices to District personnel & Wi-Fi coaches;
- Communicates with vendors, suppliers, and consultants regarding telecommunications equipment and systems; may issue RFP's, negotiate and/or monitor vendor contracts and maintenance agreements including the Call Center.
- Responsible for the selection, supervision, training, motivation, evaluation, and discipline of staff; and ensures the development technical skills and competencies.
- Performs related duties as required.

This Class Specification is intended to present a descriptive list of the range of representative functions performed by an incumbent in this class but is **not** intended to reflect all duties performed within the job.



Telecommunications Administrator

MINIMUM QUALIFICATIONS:

Knowledge Of: Current state-of-the-art telecommunications equipment and related voice and data systems comparable to that used by the District; practices and procedures for the installation, troubleshooting, testing and repair of telecommunications equipment; the safe and proper use of commonly used hand and power tools, electronic test equipment, and specialized telecommunications test equipment; applicable PUC standards and regulations; the principles and practices of workplace safety; bidding and procurement procedures; and commonly used computer office software.

Ability To: Develop, maintain and troubleshoot telecommunications applications and systems; define and develop logical business and systems processes and solutions; prepare complete and concise specifications and system, technical, and end-user documentation; identify user needs and make recommendations regarding modifications and enhancements. Respond to emergency service calls and make necessary repairs in a timely manner; read and interpret schematic diagrams, manufacturer's service manuals, and other technical documentation; research, analyze, and make recommendations regarding the adoption and use of telecommunications equipment and systems; provide supervision, training and/or instruction to consultants, contractors, staff and end-users; communicate effectively both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education/Training: Equivalent to Bachelor's degree, with coursework in telecommunications technology, electronics, business administration, or a related field. Additional years of relevant experience above the minimum will be considered in lieu of the required education, on a year-for-year basis.

Experience: Four (4) years of recent and verifiable experience in the installation, maintenance, and repair of telecommunications equipment; including one year of lead or supervisory experience.

License Requirement: Must possess and maintain a California Class C Driver License and meet the District's driving standards.

Physical Requirements: Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; possess physical mobility in order to travel to and between District facilities; and must be able to lift up to fifty (50) pounds frequently, climb ladders and maintain balance, and access constricted spaces by crawling and bending.

Special Requirements: Must be available for 24-hour on-call emergency assignments that may include weekends, and must be willing to travel to any AC Transit Division.

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