



City of Irving Job Description

IT Communications Manager

FLSA Status:	EXEMPT	Job Department:	Information Technology
Job Code:	13061	Reports To (Job Title):	Assistant Information Technology Director (Infrastructure)

PURPOSE

To provide management and direction to the Communications & Electronics section in the design, installation, repair, and maintenance of the City's communications equipment and systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Develop, plan, design and implement communications and electronics systems.
- Manage work flow and monitors performance of the communications and electronics employees.
- Manage Information Technology integration with city engineers on project related issues.
- Analyze, select, and oversee the work of outside contractors.
- Prepare and oversees the division budget.
- Participate in the recommendation, appointment, and performance evaluation of personnel.
- Develop and implement a periodic preventative maintenance program.
- Oversee and monitor the technical assistance and training of all departments' users of communication systems.
- Maintain accurate documentation of work in all areas to serve as baseline for continuous improvement of department.
- Respond to citizen complaints and recommend appropriate actions.
- Maintain current knowledge of communication trends and technologies.
- Work with vendors on evaluation and procurement of parts and new equipment.
- Manage contractors by developing and evaluating RFP, completing contract negotiations and reviewing contract deliverables.
- Maintain accurate licensing and MOU documentation for FCC and agency compliance.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Participate in professional group meetings, conventions, and seminars related to industry.
- Act as the City's agent regarding the department at council and committee meetings

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as, legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in Computer Science, Information Systems or a closely related field.

EXPERIENCE

- Minimum of five (5) years of experience with communications equipment and systems, including at least two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas Driver's License
- NIMS 100-200-400-700-800 training will be required.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.

- Computer Networks: Various hardware and software necessary to build a functional network, including routers, switches, firewalls, hubs, wiring, and how TCP/IP packets flow through the system.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding sentences and paragraphs in work-related documents.
- Service Orientation: Actively looking for ways to help people.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Persuasion: Convincing others to approach things differently.
- Self-Management: Working independently and without supervision.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- System Perception: Discerning when important changes have occurred or likely will in a system.
- Computer & Wireless Device Support: Knowing and demonstrating enough hands on customer data tools support to effectively provide additional support and lead a technical support team.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Negotiation: Bringing others together to reconcile differences.
- Hands-On Technical Support: Performing basic hands on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting network issues, installing network systems or services and providing end users with training and support.

Interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements and consulting services. Also, interacts with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the benefit of the city.

EQUIPMENT AND PROPERTY

Desktop, Multimeter, Watt meter, RF analyzer, Fiber analyzer, Tone control analyzer, Oscilloscope

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, and/or stoop. S/he occasionally is required to balance, crawl, drive a vehicle, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.