



SUPERVISING TELECOMMUNICATIONS SUPPORT SPECIALIST

DEFINITION

Under general supervision, supervises and performs complex telecommunications work related to the purchase, installation, and maintenance of telecommunications equipment, and provides project management for small and large scale telecommunications projects; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This class is distinguished as being the supervisory level in the Telecommunications Support Specialist series, having responsibility for the supervision of the Telecommunications Support Specialist I and Telecommunications Support Specialist II classifications, Department of Information Technology business process support, and project management.

EXAMPLES OF ESSENTIAL FUNCTIONS

Essential functions may include, but are not limited to, the following:

1. Supervises Telecommunications Support Specialist I and Telecommunications Support Specialist II classifications to ensure the timely and accurate delivery of telecommunications hardware, software and infrastructure installation and support within standard, established guidelines.
2. Directs, coordinates and evaluates work of Telecommunications Support Specialist I and Telecommunications Support Specialist II classifications; organizes, leads and motivates employees by establishing objectives, setting goals, and providing necessary resources; writes performance evaluations; recommends disciplinary actions as necessary.
3. Participates in the recruitment process of the Telecommunications Support Specialist series.
4. Reviews and approves leave and training requests, while maintaining adequate staffing levels in all sections of responsibility.
5. Develops, coordinates and maintains training programs for Telecommunications Support Specialist I and Telecommunications Support Specialist II classifications.
6. Supervises and acts as project manager for enterprise telecommunications projects such as voice system upgrades and telecommunications infrastructure growth.
7. Supervises the design, implementation and / or upgrade of telecommunications systems at new and existing City facilities.
8. Supervises the auditing of telecommunications bills and system usage reports.
9. Develops and maintains quality control standards to verify work is performed efficiently and effectively; evaluates technologies to assist in the automation of

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support functions; supervises the implementation of these processes and / or products.

10. Maintains direct communication with City personnel to address escalated and priority requests and complex issues outside the authority of the Telecommunications Support Specialist I and Telecommunications Support Specialist II classifications; discusses both enterprise and department telecommunications needs and determines best methods of meeting them.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the rules, regulations, policies and operating procedures of City of Henderson Department of Information Technology; capabilities and limitations of telecommunications systems and related technologies; recordkeeping and maintenance procedures for voice systems; the operation of telephones and radios, including their capabilities and limitations; FCC regulations pertaining to radio and wireless communications; design, installation, maintenance and repair of wired and wireless telecommunications hardware, software and infrastructure.
- Ability to:
 - supervise, direct, coordinate, and evaluate the work of employees;
 - effectively communicate in both oral and written form;
 - develop, implement and maintain performance goals; develop, establish, and meet productivity standards;
 - oversee projects from inception to completion for the enterprise;
 - prioritize a series of requests and / or inquiries based on dynamic factors;
 - establish and maintain effective working relationships with those contacted in the course of work.
- Proficiency in safely operating office equipment, personal computer hardware, peripherals, and specialized telecommunications troubleshooting and installation tools.

MINIMUM QUALIFICATIONS

Education, Training, and Work Experience

Bachelor's Degree from an accredited college or university in a telecommunications specialization, or closely related field, **AND** five (5) years experience in advanced level telecommunications system support, evaluation of telecommunications hardware and software products and vendors, and the design and implementation of telecommunications infrastructure, one year of which was at the lead level, **OR** an equivalent combination of closely related training and work experience.

Desirable Qualifications

- Nortel Certified Technical Specialist
- Nortel Certified Technical Expert
- Nortel Certified Support Specialist

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- Nortel Certified Design Specialist
- Nortel Certified Support Expert
- Nortel Certified Design Expert
- Nortel Certified Architect

Special Requirements, Licenses, and Certificates

Must possess a valid Nevada Driver's License at the time of appointment and maintain an excellent driving record.

Physical Requirements

- Vision sufficient to read computer and terminal screens, printed documentation, and related manuals;
- Hearing sufficient to hear conversation in person, over the telephone, and over the radio;
- Dexterity sufficient to operate office equipment, personal computers and specialized tools;
- Mobility sufficient to safely move around in an office environment and between City locations;
- Strength sufficient to lift and carry telecommunications equipment weighing up to 50 pounds;
- Endurance sufficient to sit, walk, and stand for extended periods, and maintain efficiency throughout the entire work shift and during extended work hours.

Work Environment

Work will be between field and office settings. Work may involve exposure to loud noises and sharp objects. Incumbents may be required to work evening, weekend, and holiday shifts.

FLSA STATUS

This is a salaried classification and exempt from overtime provisions of the Fair Labor Standards Act (FLSA).

Approved by City Council: 01-17-06