

## TELECOMMUNICATIONS ADMINISTRATOR

**PURPOSE:** To coordinate and administer voice systems and to assist in coordination and administration of the data and network systems for the City of Duluth.

**FUNCTIONAL AREAS:** Under the direction of the Manager, MIS:

1. Coordinate and administer voice systems.
  - \* A. Design, coordinate, implement and administer all aspects of telecommunications and network functions including voice, video and data communications, and new communications technologies, with all City departments.
  - \* B. Analyze and resolve complex design issues, coordinating with other MIS units, other City departments, and outside agencies to ensure the connectivity of all systems between City offices and other governmental or private entities.
  - C. Formulate and develop short and long-range telecommunications and network plans and policies to meet the internal and external needs of the City.
  - D. Integrate knowledge of state-of-the-art technology and products to enhance and increase the operating capabilities and performance of City departments.
  - \* E. Prepare and analyze data and reports to provide information and/or recommendations regarding the operation, use of and/or expansion or maintenance of the telecommunications systems.
  - \* F. Collaborate with representatives of City departments and other agencies to plan for the expansion, installation and maintenance of the telecommunications systems in accordance with City needs.
  - \* G. Develop and write procedures for installation and troubleshooting of communications hardware and software.
2. Perform related duties.
  - \* A. Maintain awareness of new technologies and plan efficient and cost effective systems to use for city-wide services.
  - \* B. Organize, facilitate and participate in technical work groups.
  - C. Assist in the maintenance of the City's internet and intranet connections.
  - D. Perform related tasks as assigned.

## JOB REQUIREMENTS

### Education & Experience Requirements:

- † Graduation from an accredited college or university with a bachelor's degree in Telecommunications, Systems Engineering or a closely related field, plus two years of progressively responsible verifiable experience with voice, data and telecommunications networks; **OR** graduation from a two-year college with a degree in computer information systems or systems engineering, plus three years of verifiable experience in telecommunications planning, implementation, and maintenance; **OR** a combination of verifiable education and experience equaling five years which demonstrates possession of the knowledge, skills and abilities listed below.

### License Requirements:

- † A. Ability to obtain a Maintenance Electrician's License (low voltage) if required.  
B. Possession of a valid Minnesota Class D driver's license or privilege by the date of appointment and thereafter.

Knowledge Requirements:

- † A. Extensive knowledge of contemporary video, voice, and data telecommunications and network hardware and software.
- B. Knowledge of the hardware capabilities, installation techniques and system implementation of personal computers, VoIP systems, local area networks (LAN's), wide area networks (WAN's) and wireless fidelity (Wi-Fi), and the connectivity capabilities with mainframe computers.
- † C. Knowledge of server operating systems, network access, voice and data integration and architecture environments.
- D. Knowledge of networking management tools and standards.
- † E. Knowledge of electronic communications systems, enterprise connectivity, and connectivity components.

Skill Requirements:

- † A. Skill in reading, interpreting and explaining hardware principles and operations, technical manuals, and software specifications to other staff members and user groups.
- † B. Skill in the integration of telecommunication and network components into the existing computer hardware environment.
- C. Skill in writing and interpreting complex bid specifications and proposals.
- † D. Skill in prioritizing and completing projects in a timely and effective manner.

Ability Requirements:

- † A. Ability to communicate effectively, both orally and in writing on a one-to-one basis and with groups to obtain or provide information related to user needs.
- † B. Ability to establish and maintain effective working relationships with administrators and staff of user departments, co-workers and other agencies.
- † C. Ability to coordinate multiple tasks efficiently.
- † D. Ability to occasionally stoop, crouch, recline, climb ladders and reach above shoulder height when installing equipment.
- † E. Ability to occasionally lift and carry equipment weighing up to 50 pounds.
- † F. Ability to sit for extended periods of time.
- † G. Ability to attend work on a regular basis.

\*Essential functions of the position

†Job requirements necessary on the first day of employment

Anlst: JA	Class:	Union: Basic	Pay: 137	CSB: 20060606
CC: 20060724	Res: 06-0520R	EEOC: Professional	EEOF: Admin/Finance	WC: 8810