

Telecommunications Systems Manager 1 (Specialist)

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Ability to establish and maintain cooperative relationships with individuals and organizations to meet the department's goals and objectives.
2	Ability to identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).
3	Ability to use tact and diplomacy when working with people with different perspectives and viewpoints.
4	Ability to remain calm and perform effectively in high stress situations.
5	Ability to establish and maintain priorities in order to complete projects and assignments on time and within budget.
6	Ability to effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
7	Ability to work independently on projects or assignments with minimal supervision or detailed instructions.
8	Ability to clearly communicate ideas and information in writing to staff, clients, agencies, the public and private entities.
9	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions.
10	Ability to be detailed and thorough in completing work tasks.
11	Ability to read and comprehend written materials (e.g., memos, reports, regulations, policies) in order to apply information and determine appropriate courses of actions.
12	Ability to clearly communicate ideas and information orally to staff, clients, agencies, the public and private entities.
13	Ability to maintain confidentiality and ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
14	Ability to listen to ensure optimal comprehension of information, ideas, or directives.

15	Ability to keep records and provide status reports of work proposed, in process, and/or completed.
16	Ability to act as a liaison between local agencies, contractors, utilities, consulting firms, federal and state staff, management, and other entities for telecommunications related issues and/or projects via telephone, email, and meetings.
17	Ability to consult with staff, clients, agencies, the public and private entities regarding telecommunications related issues and/or projects via telephone, email, or in person.
18	Ability to be flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
19	Ability to write documents (e.g., letters, memos, correspondence) to communicate with various audiences.
20	Ability to use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes.
21	Ability to monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.
22	Ability to coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.
23	Ability to enter, transcribe, record, store, or maintain information in written or electronic form.
24	Ability to remain fair and unbiased when applying federal, state, or departmental rules, regulations, and policies.
25	Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate courses of actions.
26	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
27	Willingness to work in an office setting to complete work activities.

28	Knowledge of the design, uses, and functions of telecommunications equipment (e.g. radios, microwave, satellite, voice and data) in order to verify equipment and complete other work related tasks.
29	Ability to understand the implications of new information for both current and future problem-solving and decision-making.
30	Ability to use a variety of computer software applications and programs to set up, edit data, and complete other assigned work tasks.
31	Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) to meet operational needs.
32	Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks.
33	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing budget and/or invoice related tasks.
34	Ability to lead the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks.
35	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.
36	Knowledge of project management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
37	Ability to use a variety of analytical techniques and resources to determine the appropriate tools and equipment needed to complete a task in accordance with departmental goals and objectives.
38	Knowledge of project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
39	Knowledge of Federal Communications Commission rules and regulations regarding telecommunications systems to ensure compliance.
40	Ability to adhere to Federal Communications Commission laws, rules, and regulations relating to communications systems.

41	Ability to write technical and detailed documents (e.g., reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
42	Knowledge of computer applications to enter or retrieve information into/from databases.
43	Ability to instruct others on telecommunications systems laws, rules, and procedures.
44	Ability to explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public, and government agencies.
45	Ability to read and comprehend technical manuals, schematics, site drawings, manufacturer's specifications, and troubleshooting guidelines used in the installation and repair of telecommunications equipment.
46	Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities.
47	Knowledge of telecommunications organizations, standards, and government codes (e.g., National Telecommunications Industry Association, Association of Public Safety Communications Officials, National Emergency Number Association, Federal Communications Commission) regarding telecommunications systems to ensure compliance.
48	Ability to provide feedback and recommendations to others to aid in their understanding and development.
49	Ability to use computers to collect, transfer, and program data in complex telecommunications equipment and systems.
50	Knowledge of transmission mediums, switching, and operation of telecommunications systems to complete work tasks.
51	Ability to provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objectives/expectations are met.
52	Ability to sit for long periods of time to complete work activities.
53	Ability to identify radio, microwave, and telephone systems problems to help aid in a timely resolution.
54	Willingness to work overtime, weekends, and holidays to meet operational needs.

55	Willingness to travel throughout state to complete work activities.
56	Ability to instruct others (e.g., employees, public) for general educational purposes.
57	Ability to maintain a valid driver's license to travel statewide to different work sites.
58	Knowledge of departmental requisition and purchasing procedures to acquire materials and equipment for facilities, programs, or projects.