

Telecommunications Systems Manager 1 (Specialist)

Essential Task Rating Results

1	Analyze and apply State and federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual) to determine impact on telecommunications systems and program operations.
2	Monitor the installation of new telecommunications systems, equipment, and services based on operational needs using project management methods and tools, input from management, and vendors to ensure adherence to action plans, schedules and/or resources.
3	Verbally follow-up with clients and agencies to ensure questions are addressed (e.g., billing inquires, communications site, equipment acquisition).
4	Resolve client complaints and/or problems related to telecommunications systems, policies, and procedures, to ensure operational efficiency and customer satisfaction, using various communication, interpersonal skills, and knowledge.
5	Evaluate statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and consistent with project/contract requirements in accordance with departmental manuals, guidelines and planning documents.
6	Review and/or monitor the work authorization process to ensure the timely repair, installation, and efficient operation of telecommunications systems throughout the State.
7	Evaluate financial restraints and budget limitations of telecommunications systems, prototypes and proposals with engineers, vendors, or clients to ensure they remain within planned projects/contracts.
8	Update telecommunications project/account information (e.g., client and billing specifics, system type, and subscriber sets, project status reporting) in order to ensure accurate telecommunications project information.
9	Review and evaluate the work of vendors and/or internal staff (e.g., fiscal, engineer) to ensure the effective, technical, and compatible resolution of telecommunications service problems.
10	Coordinate with stakeholder teams (e.g., vendors, staff, clients) to ensure the timely and appropriate installation and functionality of telecommunications systems using status reporting, oral and written communication, and problem resolution techniques.

11	Evaluate telecommunications systems, prototypes, and proposals with engineers, vendors, and/or clients to ensure receipt of telecommunications equipment based upon project/contract requirements and specifications.
12	Perform oversight and risk analysis of projects and deadlines to ensure delivery of services meet operational, scheduling, and budgetary requirements.
13	Monitor accurate records of telecommunications systems, equipment, and services to provide recommendations using computer programs, existing reports, and filing systems.
14	Verify and/or monitor telecommunications systems and equipment installation and maintenance to ensure compliance with relevant contracts and federal, state, local and departmental laws, rules, regulations, and codes.
15	Develop action plans and/or schedules to coordinate installation of new telecommunications systems, equipment, and services based on operational needs; using project management methods and tools, input from management, stakeholders, and vendors.
16	Provide technical assistance regarding a variety of topics to employees, the public, and other entities; to assist in the effective and efficient operation and exchange of information.
17	Provide updates to management and/or other individuals (e.g., staff, vendors, clients, agencies) regarding telecommunications systems, equipment, and service projects to ensure compliance with relevant contracts and federal, state, local and departmental laws, rules, regulations, and codes.
18	Review and/or approve documents (e.g., TD-207, TD-310, TD-400, STD-213, help ticket) using departmental procedures and guidelines, computer software and technical knowledge to initiate telecommunications project work.
19	Complete and evaluate final project documentation (e.g., TD-207, TD-310, TD-400, STD-213, help ticket) using departmental procedures, guidelines, computer software, and technical knowledge to close out projects.
20	Monitor the transfer of incoming/outgoing equipment for specific projects with vendors and department warehouses to ensure appropriate installation, testing, repair and/or removal from service.
21	Consult with subject matter experts to address telecommunications issues (e.g., telecommunications systems, network configurations, network architecture).

22	Develop and/or revise operational requirements and procedures to ensure optimal telecommunications systems program are consistent with policies, procedures, and business processes.
23	Assist in developing program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.
24	Initiate work authorization requests for the timely repair, installation, and efficient operation of telecommunications systems throughout the State.
25	Initiate the preparation of documents (e.g., TD-207, TD-310, TD-400, STD-213, help ticket) using departmental procedures and guidelines, computer software and technical knowledge for telecommunications project work.
26	Develop reports (e.g., management reports, project reports, cost/benefit analysis reports, inventory) in accordance with departmental policies and procedures.
27	Coordinate the testing of telecommunications systems (e.g., radio, phone, data) with subject matter experts, clients, and/or vendors to ensure optimal system functionality.
28	Prepare administrative documents (e.g., purchasing forms, financial statements, budget reports) in compliance with departmental policies and procedures.
29	Monitor license and permit renewals and/or modifications (e.g., Federal Communications Commission, Air Quality Management District, California Environmental Quality Act (CEQA)) to ensure existing licenses or permits are obtained in a timely manner.
30	Initiate the requests for transfer of incoming/outgoing equipment for specific projects with vendors and department warehouses to ensure appropriate installation, testing, and/or repair.
31	Review the procurement process to acquire telecommunications commodities or services for clients using technical knowledge, stakeholder input, and product and vendor information.
32	Consult with management, staff, clients, agencies, professional organizations, and vendors to provide technical information using departmental policies and procedures, state and federal telecommunications regulations, Government Codes, Public Utilities Commission guidelines, and the State Administrative Manual.
33	Prepare written correspondence to vendors, management, clients, and agencies to provide information on various telecommunications issues.

34	Test and/or analyze telecommunications systems (e.g., radio, phone, data) to ensure optimal system functionality.
35	Make recommendations to clients, management, and vendors to ensure operational efficiency within programs, policies, procedures, and business processes.
36	Provide direction to others (e.g., stakeholders, vendors, staff) regarding basic equipment standards, technology and advances; compliance with laws, rules, regulations, policies and warranties to ensure they are knowledgeable on equipment standards and current technological options.
37	Analyze and make recommendations on telecommunications systems requirements, costs, and customer needs to determine feasibility of projects and to develop system plans.
38	Develop documents (e.g., issue papers, white papers, feasibility study reports) to identify the scope and complexity of identified problems and propose recommendations and solutions.
39	Participate in meetings to obtain and provide information regarding office and funding policies, administration, and telecommunications products, services, and policies.
40	Conduct feasibility analyses including cost/benefit analysis studies on telecommunications systems and equipment to plan telecommunications systems installation location, necessary equipment, and potential issues to ensure optimal system functionality.
41	Develop equipment specifications to acquire telecommunications commodities or services for clients using technical knowledge, stakeholder input, and product and vendor information.
42	Research emerging telecommunications technologies to keep current with industry standards and to identify trends that may affect budget, planning, policies, and procedures.
43	Review and analyze manuals, policies, regulatory requirements, and proposed legislation to determine impact on unit operations, staff, departmental programs and/or policies utilizing various resources (e.g., subject matter experts, contracts, precedential decisions, legislative analyses).
44	Verify and/or monitor the products, equipment and services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modify existing telecommunications systems.

45	Verify and monitor appropriate licenses, permits, and standards (e.g., Federal Communications Commission, Air Quality Management District) for State agencies utilizing federal, state, county, and municipal rules and regulations to ensure compliance to statutes and appropriate use.
46	Review and/or approve administrative documents (e.g., purchasing forms, financial statements, budget reports) in compliance with departmental policies and procedures.
47	Develop appropriate material for meetings, presentations, and trainings with public safety answering points, agency officials, staff, and others regarding telecommunications products, services, and policies.
48	Provide training on various telecommunications systems network information, equipment operations, departmental policies and procedures and other relevant matters to ensure understanding of work processes.
49	Review and/or approve reports (e.g., management reports, project reports, cost/benefit analysis reports, inventory) developed by staff for completeness and accuracy in accordance with departmental policies and procedures.