

Telecommunications Systems Manager I (Supervisor)

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

1	Ability to listen to ensure optimal comprehension of information, ideas, or directives.
2	Ability to pass background checks.
3	Ability to effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
4	Ability to identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).
5	Ability to remain fair and unbiased when applying federal, State, or departmental rules, regulations, and policies.
6	Ability to oversee the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks.
7	Ability to create and maintain a healthy work environment that is free of discrimination and harassment.
8	Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
9	Ability to use tact and diplomacy when working with people with different perspectives and viewpoints.
10	Ability to remain calm and perform effectively in high stress situations.
11	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.
12	Ability to read and comprehend written materials (e.g., memos, reports, regulations, policies) in order to apply information and determine appropriate courses of actions.
13	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions.
14	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.
15	Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate courses of action.
16	Ability to understand the implications of new information for both current and future problem-solving and decision-making.
17	Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs.
18	Ability to establish and maintain priorities in order to complete projects and assignments on time and within budget.
19	Ability to evaluate and recommend departmental, agency, and client needs for various telecommunications and/or network services.

20	Knowledge of a supervisor's role in promoting equal employment opportunity in hiring, development, and promotion of employees and for maintaining a work environment which is free of discrimination and harassment.
21	Ability to clearly communicate ideas and information orally to staff, clients, agencies, the public and private entities.
22	Ability to clearly communicate ideas and information in writing to staff, clients, agencies, the public and private entities.
23	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.
24	Ability to work independently on projects or assignments.
25	Ability to provide feedback and recommendations to others to aid in their understanding and development.
26	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
27	Ability to coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.
28	Knowledge of the principles and methods of effective supervision (e.g., mentoring, directing, coaching) to ensure a safe, productive, and healthy work environment.
29	Ability to delegate work assignments at the appropriate level of responsibility.
30	Ability to adhere to Federal Communications Commission laws, rules, and regulations relating to communications systems.
31	Ability to act as a liaison between local agencies, contractors, utilities, consulting firms, federal and State staff, state management, and other entities for telecommunications related issues and/or projects via telephone, email, and meetings.
32	Ability to write documents (e.g., correspondence, reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
33	Ability to explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public, and government agencies.
34	Ability to be detailed and thorough in completing work tasks.
35	Ability to review and edit documents (e.g., correspondence, reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
36	Ability to consult with staff, clients, agencies, the public and private entities for telecommunications related issues and/or projects via telephone, email, and in person.
37	Knowledge of equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.
38	Ability to monitor the work of staff to ensure that it meets quality, quantity, and timeliness standards.
39	Ability to resolve interpersonal problems or conflicts in order to maintain and improve work environment.
40	Ability to mitigate emergencies in compliance with law, policy, various agency agreements, and established procedures.
41	Ability to provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objectives/expectations are met.

42	Ability to establish and maintain cooperative relationships with individuals and organizations to meet the department's goals and objectives.
43	Knowledge of the Budget Change Proposal (BCP) and annual budget processes to request changes to program budgets.
44	Ability to identify staff performance issues and provide recommendations for improvement.
45	Knowledge of project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
46	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.
47	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.
48	Ability to instruct others on telecommunications systems laws, rules, and procedures.
49	Knowledge of basic techniques and methods of team building and leadership to maintain positive working environments.
50	Knowledge of the principles and methods of disciplinary actions (e.g., progressive discipline, informal, formal) to ensure appropriate corrective action is taken.
51	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.
52	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.
53	Knowledge of technical drawings (e.g., vault, floor plans, tower, equipment, topographical maps) to complete various work tasks.
54	Ability to visually inspect telecommunications equipment to verify it was installed and meets contract and/or statement of work specifications.
55	Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities.
56	Ability to train others (e.g., clients, agencies) in the operation of communication systems.
57	Knowledge of departmental budgeting processes to develop or oversee program budgets.
58	Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks.
59	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.
60	Willingness to work in an office setting to complete work activities.
61	Ability to use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes.
62	Ability to use a variety of computer software applications and programs to set up, edit data (e.g., client user accounts), and complete other assigned work tasks.

63	Willingness to travel throughout state to complete work activities.
64	Knowledge of employee performance evaluations to ensure performance is critiqued, goals are outlined, and personnel are informed and to maintain acceptable standards.
65	Knowledge of conflict resolution techniques to address and deal with conflicts and issues within the workplace.
66	Willingness to work overtime, weekends, and holidays to meet operational needs.
67	Knowledge of transmission mediums, switching, and operation of telecommunications systems to complete work tasks.
68	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.
69	Knowledge of bargaining unit agreements for all employees to ensure management and personnel are working in compliance with agreements.
70	Knowledge of employment interviewing principles and techniques used to select/hire personnel.
71	Ability to maintain a valid driver's license to travel to different work sites.
72	Willingness to work in offsite locations (i.e., remote mountain tops, prisons, lookouts, urban areas) to complete work activities.
73	Knowledge of Federal Communications Commission rules and regulations regarding telecommunications systems to ensure compliance.
74	Knowledge of basic statistical analyses (e.g., mean, frequency) and their applications to analyze numerical data and determine central tendencies.