

Telecommunications Systems Manager II (Supervisor)

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

1	Knowledge of project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
2	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.
3	Ability to provide feedback and recommendations to others to aid in their understanding and development.
4	Ability to establish and maintain cooperative relationships with individuals and organizations to meet the department's goals and objectives.
5	Ability to use tact and diplomacy when working with people with different perspectives and viewpoints.
6	Ability to listen to ensure optimal comprehension of information, ideas, or directives.
7	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions.
8	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.
9	Ability to work independently on projects or assignments.
10	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.
11	Ability to oversee the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks.
12	Ability to remain calm and perform effectively in high stress situations.
13	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.
14	Ability to write documents (e.g., correspondence, reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
15	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.
16	Ability to clearly communicate ideas and information in writing to staff, clients, agencies, the public and private entities.
17	Ability to clearly communicate ideas and information orally to staff, clients, agencies, the public and private entities.

18	Ability to understand the implications of new information for both current and future problem-solving and decision-making.
19	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.
20	Knowledge of employee performance evaluations to ensure performance is critiqued, goals are outlined, and personnel are informed and to maintain acceptable standards.
21	Knowledge of conflict resolution techniques to address and deal with conflicts and issues within the workplace.
22	Ability to delegate work assignments at the appropriate level of responsibility.
23	Ability to create and maintain a healthy work environment that is free of discrimination and harassment.
24	Ability to resolve interpersonal problems or conflicts in order to maintain and improve work environment.
25	Ability to provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objectives/expectations are met.
26	Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities.
27	Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
28	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.
29	Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate courses of action.
30	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.
31	Ability to identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).
32	Ability to establish and maintain priorities in order to complete projects and assignments on time and within budget.
33	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.
34	Knowledge of equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.
35	Knowledge of the principles and methods of effective supervision (e.g., mentoring, directing, coaching) to ensure a safe, productive, and healthy work environment.
36	Knowledge of the principles and methods of disciplinary actions (e.g., progressive discipline, informal, formal) to ensure appropriate corrective action is taken.
37	Knowledge of computer applications to enter or retrieve information into/from databases.

38	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.
39	Ability to remain fair and unbiased when applying federal, State, or departmental rules, regulations, and policies.
40	Ability to read and comprehend written materials (e.g., memos, reports, regulations, policies) in order to apply information and determine appropriate courses of actions.
41	Ability to effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
42	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.
43	Knowledge of Federal Communications Commission rules and regulations regarding telecommunications systems to ensure compliance.
44	Ability to keep records and schematics and provide status reports of work proposed, in process, or completed.
45	Ability to enter, transcribe, record, store, or maintain information in written or electronic form.
46	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.
47	Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs.
48	Ability to explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public, and government agencies.
49	Ability to be detailed and thorough in completing work tasks.
50	Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks.
51	Knowledge of basic techniques and methods of team building and leadership to maintain positive working environments.
52	Knowledge of employment interviewing principles and techniques used to select/hire personnel.
53	Ability to monitor the work of staff to ensure that it meets quality, quantity, and timeliness standards.
54	Ability to identify staff performance issues and provide recommendations for improvement.
55	Willingness to work overtime, weekends, and holidays to meet operational needs.
56	Knowledge of bargaining unit agreements for all employees to ensure management and personnel are working in compliance with agreements.
57	Knowledge of departmental requisition and purchasing procedures to acquire materials and equipment for facilities, programs, or projects.

58	Ability to prepare adverse actions, including a chronological history of what occurred and supporting documentation to ensure the appropriate corrective action is taken.
59	Ability to use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes.
60	Willingness to travel throughout state to complete work activities.
61	Willingness to work in an office setting to complete work activities.
62	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.
63	Ability to use computers to collect, transfer, and program data in complex telecommunications equipment and systems.
64	Ability to instruct others on telecommunications systems laws, rules, and procedures.
65	Ability to research emerging technologies to keep current with industry standards and to identify trends that may affect planning, budgets, policies, and procedures.
66	Knowledge of data collection techniques to ensure the accurate collection of data for research and monitoring activities.
67	Ability to coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.
68	Ability to mitigate emergencies in compliance with law, policy, various agency agreements, and established procedures.
69	Ability to organize and facilitate trainings and meetings (e.g., Joint Application Design).
70	Knowledge of transmission mediums, switching, and operation of telecommunications systems to complete work tasks.
71	Ability to evaluate and recommend departmental, agency, and client needs for various telecommunications and/or network services.
72	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.
73	Knowledge of basic statistical analyses (e.g., mean, frequency) and their applications to analyze numerical data and determine central tendencies.
74	Ability to perform basic statistical analysis (e.g., mean, frequency) to analyze numerical data and determine central tendencies.
75	Ability to instruct others (e.g., employees, public) for general educational purposes.
76	Ability to sit for long periods of time to complete work activities.
77	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
78	Knowledge of technical drawings (e.g., vault, floor plans, tower, equipment, topographical maps) to complete various work tasks.
79	Knowledge of departmental budgeting processes to develop or oversee program budgets.

80	Ability to conduct presentations and trainings including the preparation of lesson plans and the evaluation of employee performance in order to develop and improve employee skills and abilities.
81	Ability to maintain a valid driver's license to travel to different work sites.
82	Knowledge of basic scientific research principles and methods to ensure the integrity and validity of collected data.
83	Ability to train others (e.g., clients, agencies) in the operation of communication systems.
84	Ability to identify radio, microwave, and telephone systems problems to help aid in their timely resolution.