

Telecommunications Systems Manager II (Supervisor)

Essential Task Rating Results

1	Review project documentation (e.g., TD-207, TD-280, TD-284, TD-290, TD-310, TD-311, TD-312, TD-400) using departmental procedures, guidelines, computer software, and technical knowledge to close out projects.
2	Approve project documentation (e.g., TD-207, TD-280, TD-284, TD-290, TD-310, TD-311, TD-312, TD-400) using departmental procedures, guidelines, computer software, and technical knowledge to close out projects.
3	Review statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and consistent with contract requirements in accordance with departmental manuals, guidelines and planning documents.
4	Approve statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and is consistent with contract requirements in accordance with departmental manuals, guidelines and planning documents.
5	Follow-up with clients and agencies to ensure questions are addressed (e.g., billing inquires, communication site, questions regarding equipment acquisition).
6	Monitor the progress of stakeholder teams and projects (e.g., vendors, staff, clients) to ensure the timely and appropriate installation and functioning of telecommunications systems using status reporting, oral and written communication, and problem resolution techniques.
7	Develop and/or approve 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.
8	Review and/or write correspondence to vendors, management, clients, and agencies to provide information on various telecommunications issues.
9	Perform oversight and risk analysis of projects and deadlines to ensure delivery of services meet operational, scheduling, and budgetary requirements.
10	Delegate and prioritize employee work assignments to accomplish routine work activities and special projects.
11	Supervise activities and direct personnel in the implementation of various departmental programs to ensure operational efficiency.
12	Evaluate and review recommendations regarding telecommunications systems, prototypes, and proposals with engineers, vendors, and/or clients to ensure receipt of telecommunications equipment based upon project contract requirements and specifications.
13	Monitor the progress of work authorization requests for the timely repair, installation, and efficient operation of telecommunications systems throughout the State.
14	Provide updates to management and/or other individuals 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.

15	Verify and monitor telecommunications systems, equipment installation, and maintenance to ensure compliance with relevant contracts and federal, State, local and departmental laws, rules, regulations, and codes.
16	Monitor the installation of new telecommunications systems, equipment, and services based on operational needs using project management methods and tools, input from management, stakeholders, and vendors to ensure adherence to action plans and/or schedules.
17	Resolve client complaints and/or problems related to telecommunications systems and policies and procedures to ensure operational efficiency and customer satisfaction, using various communication and interpersonal skills and knowledge.
18	Provide technical assistance regarding a variety of topics to employees, the public, and other entities to assist in the effective and efficient operations and exchange of information.
19	Administer statewide communications system programs (e.g., resource management, departmental communications system, California Multiple Agency Radio System, California Environmental Quality Act (CEQA)) allowing for continuous, uninterrupted service for end users.
20	Mentor employees to enhance their career development, personal growth, job performance, and to maintain acceptable performance standards.
21	Make recommendations to client, management, and vendors to ensure operational efficiency within programs, policies, procedures, and business processes.
22	Monitor the progress of telecommunications systems studies (e.g., analyzing call statistics, radio communication traffic, cost/benefit analysis) to ensure optimum system efficiency, identify system funding, and calculate funding eligibility.
23	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.
24	Provide direction to others (e.g., stakeholders, vendors, staff) regarding basic equipment standards, equipment technology and advances; compliance with laws, rules, regulations, policies and warranties to ensure they are knowledgeable on equipment standards and technological options.
25	Deliver presentations before groups, including public safety answering points, agency officials, staff, and others regarding telecommunications products, services, and policies.
26	Develop appropriate material for meetings, presentations, and trainings with public safety answering points, agency officials, staff, and others regarding telecommunications products, services, and policies.
27	Resolve interpersonal problems or conflicts in the workplace to promote a positive work environment.
28	Conduct employee performance evaluation meetings to ensure performance is critiqued, goals are outlined, and personnel are informed on job performance and behaviors to maintain acceptable performance standards.
29	Apply progressive discipline in accordance with departmental policies, laws, and/or statutes when necessary to ensure appropriate action is taken.

30	Review and/or maintain individual training records to ensure employee certification in compliance with departmental policies.
31	Prepare Training Needs Assessments based upon Individual Development Plans (IDP), operational needs, and employee goals in accordance with departmental policies and procedures to ensure employee development.
32	Complete employee performance evaluations and probationary reports to ensure performance is critiqued, goals are outlined, and personnel are informed on job performance and behaviors and to maintain acceptable standards.
33	Develop Individual Development Plans with employees to enhance their career development, personal growth, job performance, and to maintain acceptable performance standards.
34	Serve as a subject matter expert when participating in panel interviews to assist in the employee hiring process in compliance with departmental guidelines.
35	Review applications and resumes to assist in the employee hiring process in compliance with departmental guidelines.
36	Develop duty statements, hiring plans, and prepare documents to hire personnel for vacant positions.
37	Conduct employee hiring interviews in accordance with departmental, state, and federal policies and procedures.
38	Refer employees to the Employee Assistance Program (EAP) to ensure their health and welfare.
39	Address discrimination, hostility, and equal opportunity infractions to ensure they are resolved in accordance with State, federal, and departmental policies and procedures.
40	Review documents (e.g., TD-310, TD-400, STD-213, help ticket) using departmental procedures and guidelines, computer software and technical knowledge to initiate project work and/or the next phase of the project.
41	Approve documents (e.g., TD-310, TD-400, STD-213, help ticket) using departmental procedures and guidelines, computer software and technical knowledge to initiate project work and/or the next phase of the project.
42	Review and/or approve reports (e.g., management reports, project reports, cost/benefit analysis reports, inventory, monthly accounting) developed by staff for completeness and accuracy in accordance with departmental policies and procedures.
43	Facilitate office meetings to obtain and provide information regarding office and funding policies, administration, and telecommunications products, services, and policies.
44	Review and evaluate the work of vendors and/or internal staff (e.g., fiscal, engineer) to ensure effectiveness, technical adequacy, and compatibility in the resolution of telecommunications service problems.
45	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).

46	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.
47	Develop documents (e.g., management reports, project reports, cost/benefit analysis reports, inventory, issue papers, feasibility study reports) in accordance with departmental policies and procedures.
48	Consult with subject matter experts to address telecommunications issues (e.g., telecommunications systems, network configurations, network architecture).
49	Participate in committees and working groups to develop curriculum, policy, and new programs.
50	Evaluate and review recommendations regarding financial restraints and budget limitations of telecommunications systems, prototypes and proposals with engineers, vendors, or clients to ensure they are consistent with the planned contract.
51	Monitor the progress of 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.
52	Approve departmental purchasing forms and documents (e.g., certified purchaser, STD-65, CAL Card statement) to procure goods and services.
53	Develop program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.
54	Review and approve administrative documents (e.g., financial statements, budget reports, purchasing forms) in compliance with departmental policies and procedures.
55	Conduct employee orientation for new employees using departmental protocol.
56	Review and approve employee leave usage and requests to ensure appropriate staffing levels are maintained.
57	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.
58	Implement and monitor the progress of feasibility studies, including cost/benefit analysis on telecommunications systems to plan the installation, identify necessary equipment, and potential issues to ensure optimal system functionality.
59	Review expenditure and/or revenue reports to remain within the scope of the program budget constraints.
60	Verify and monitor appropriate licenses and permits (e.g., Federal Communications Commission, Air Quality Management District, California Environmental Quality Act (CEQA)) for State agencies utilizing federal, state, county, and municipal rules and regulations to ensure compliance to statutes and appropriate use.

61	Review and approve telecommunications invoice and reimbursement claims for claims for processing (i.e., departmental Accounting Office, grant awards).
62	Approve program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.
63	Review equipment specifications to acquire telecommunications commodities or services for clients using technical knowledge, stakeholder input, and product and vendor information.
64	Research emerging telecommunications technologies to keep current with industry standards and to identify trends that may affect budget, planning, policies, and procedures.
65	Review departmental purchasing forms and documents (e.g., certified purchaser, STD-65, CAL Card statement) to procure goods and services.
66	Monitor program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.
67	Attend conferences and/or training sessions sponsored by a variety of audiences (e.g., Association of Public Safety Communications Officials (APCO), California National Emergency Number Association (CALNENA)) regarding telecommunications products, services, and policies to remain informed about current telecommunications practices, services, equipment, and other relevant topics.
68	Approve telecommunications systems performance reports (e.g., call statistics, radio coverage, traffic, user base) to analyze and solve telecommunications systems performance issues.
69	Provide recommendations on telecommunications related legislation to determine impact on departmental and public entities.
70	Initiate and/or approve budget change proposal requests to establish new programs and/or change the funding level of existing programs.
71	Review and approve work authorization documents (e.g., TD-207, TD-280, TD-284) which include the agency billing code, location for job required, and project specifics to initiate telecommunications project work.
72	Approve unit's operational need requests and provide recommendations regarding acquisition of material, equipment, and safety items.
73	Develop and/or revise operational requirements and procedures to ensure optimal telecommunications systems program functionality.
74	Analyze and provide recommendations within telecommunications systems studies (e.g., analyzing call statistics, radio communication traffic) to ensure optimum system efficiency, identify system funding, and calculate funding eligibility.
75	Initiate telecommunications systems studies (e.g., analyzing call statistics, radio communication traffic, cost/benefit analysis) to ensure optimal system efficiency, identify system funding, and calculate funding eligibility.
76	Approve equipment specifications to acquire telecommunications commodities or services for clients using technical knowledge, stakeholder input, and product and vendor information.

77	Prepare administrative documents (e.g., financial statements, budget reports, purchasing forms) in compliance with departmental policies and procedures.
78	Verify and monitor the products, equipment and services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modification of existing telecommunications systems.
79	Review and approve cost estimates developed by vendors utilizing Master Purchase Contracts and Master Service Agreements to ensure cost containment.
80	Approve contracts for cities, counties, state, and federal government to purchase products, equipment, and/or services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modification of existing telecommunications systems.
81	Review contracts for cities, counties, state, and federal government to purchase products, equipment, and/or services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modification of existing telecommunications systems.
82	Initiate and/or develop contracts for cities, counties, state, and federal government to purchase products, equipment, and/or services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modification of existing telecommunications systems.