

PROGRAM ADMINISTRATOR (TELECOMMUNICATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible to assist in evaluating, planning, engineering, configuring, administering, troubleshooting, managing and maintaining all types of telecommunications facilities, systems and networks in terms of efficiency and cost effectiveness. Responsibility involves developing and implementing procedures to provide adequate telephone services; coordinating and implementing telephone installations and changes; monitoring and supervising the assignment and workflow of subordinate technicians, and trouble-shooting complaints. Supervision is exercised over subordinate technical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Conducts, studies, evaluates, and reviews all types of telecommunications facilities, systems and networks in terms of efficiency, effectiveness, propriety of application and cost-effectiveness;

Studies and researches developments in telecommunication equipment and services and determines practicability of use by the County;

Receives, processes, oversees and implements requests from departments for additions, changes and/or relocation of telecommunications equipment and systems;

Reviews and evaluates existing communication services and recommends changes to decrease monthly charges based on actual usage and need, and to improve services wherever possible;

Recommends changes and modifications to requests for services which would be more efficient and cost effective;

Proactively monitors the communication infrastructure for optimum performance, addressing any potential issues in a timely manner;

Supervises and plans the work of subordinates in the repair, installation and moving of telecommunications equipment within all County-wide offices;

Coordinates requests for equipment and/or service installations and modifications with outside vendors, consultants and the County Department of Information Technology

Develops technical specifications for the procurement of new equipment, systems, and services;

Assists in the design of communication protocols, route patterns, route lists, route groups, calling search spaces, partitions, security standards and related procedures;

Generates recommendations for changes in facilities, systems and networks for maximum efficiency, appropriateness of application and cost effectiveness;

Assists in the development and maintenance of telecommunications budgeting;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Monitors and evaluates expenditures to insure integrity of budgetary levels;

Monitors and reviews telephone bills by the telephone company;

Provides continual support of the Enhanced 911 Emergency System in the County, including coordination and liaison with municipal governmental and emergency service agencies;

Maintains and inputs data for activating scenarios in an Emergency Outbound Calling System;

Maintains liaison with local municipal police, fire and EMS agencies to coordinate all moves, adds and/or changes of E-911 equipment and services; maintain the database for the Master Street Address Guide; provide training, and give presentations to increase public awareness;

Administers various telecommunications applications including, but not limited to, interdepartmental billing, telephone management, teleconferencing, speech recognition, telephone recording, as well as vendor portals;

Performs related administrative duties to insure the smooth and efficient operation of the Telecommunications Division;

Uses computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Performs other related tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES:

Thorough knowledge of telecommunications facilities (including E-911), systems and networks, including VoIP protocols such as H.323, SIP, MGCP and SS7; good knowledge of various types of communications equipment and services available for utilization by a large public agency; ability to understand technical specifications of telecommunication equipment, systems and services; ability to understand and implement IP-based voice communication applications such as the Cisco Unified Communications Manager (CUCM) platform; ability to plan, schedule, supervise and coordinate the work of others; ability to establish and maintain effective working relationships; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications such as spreadsheet, word processing, calendar, email and database software; ability to effectively administer and manage other telecommunications applications such as interdepartmental billing, telephone management, teleconferencing, speech recognition, telephone recording, as well as vendor portals; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; ability to work independently; resourcefulness; imagination; dependability; initiative; good judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) Bachelor's Degree* and three years of experience where the primary function of the position was participating in VoIP design and implementation or other telecommunications planning such as the installation of PBX and/or Centrex, planning the modification of telecommunication systems such as the conversion of one service to another, the procurement of service contracts (phone service, equipment, repair, etc.); one year of which must have been in a supervisory capacity; or (b) seven years experience as stated in (a) including one year of supervisory experience; or (c) a satisfactory equivalent combination of the foregoing training and experience.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* may be substituted on a year for year basis for up to two years. Candidates must possess the supervisory experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid New York State Driver's License while in the title.