



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

TELECOMMUNICATIONS TEAM MANAGER

Group-Section: Business Technology Group – Information Technology Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 064 Job #: TM055
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JOB SUMMARY

Responsible for managing and supervising the design, installation and maintenance of District communications including telecommunications, microwave, radio, and data communications. Areas of responsibility include ensuring high levels of communication system performance; designing, installing and maintaining communications systems; integrating business unit needs with communication infrastructure; maintaining/improving communication system capability and capacity; planning for future network needs, and researching technology innovations to determine potential application to District business needs.

OVERSIGHT

Receives direction from the Unit Manager. Manages and supervises a staff of professionals, and technicians.

JOB DUTIES

1. Manages the design, installation and maintenance of voice, data, microwave and radio communications infrastructure and applications; reviews, assigns and monitors projects and requests for the development, installation and maintenance of voice and microwave communications; establishes standards for communications equipment and software.
2. Manages the design, configuration, installation, upgrade and maintenance of network infrastructure including cables, routers, hubs and remote connections; manages the design, installation and maintenance of system security components including firewalls, virtual private networks, remote access, Internet access and LAN/WAN wireless access.
3. Designs and implements systems and tools for network management, fault management, capacity planning and performance monitoring; ensures compatibility with servers and other equipment; reviews, assigns and monitors projects and requests for the development, implementation and maintenance of network infrastructure; establishes standards for network architecture; implements disaster recovery programs.
4. Evaluates system performance and options for improving existing system and implementing system expansions to accommodate increased volume or additional local or remote locations; coordinates communication projects with infrastructure capacity; implements disaster recovery programs.
5. Coordinates team activities with other IT teams and with managers and staff in other business units; participates in the planning and implementation of complex projects.

6. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; reviews work for thoroughness and adherence to standards; assesses employees' competencies and develops training plans.
7. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities and prepares, develops and monitors team budget; evaluates resource needs; assists in the development of the annual business plan; provides quarterly updates of the business plan.
8. Estimates costs and staffing requirements for requested projects; assists in preparation of capital budget; selects and monitors temporary staff and consultants; prepares and evaluates RFP, participates in selection of contractors and manages contracts for services.
9. Ensures communication systems are available and operating at optimal levels; establishes standards and practices; monitors system performance and security; installs and manages system licenses.
10. Serves as technical advisor on issues of communication system capability, design and function; researches and evaluates new technologies; plans and designs new systems.
11. Assists in developing team and unit policies, methods and procedures; reviews and makes recommendations regarding the development of QA/QC procedures, project milestones, presentation, and documentation.
12. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: A bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Supervisory methods and techniques; team building; contract administration; project management including planning, scheduling, and costing; report writing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to budget, procurement, and human resources; communication system design and installation including voice, microwave, and data networks; system security; communication system management and upgrading; troubleshooting.

Required Skills and Abilities to: Plan and organize the work of the team; encourage and facilitate cooperation; interpret laws, rules, and regulations relative to the Section/Group; communicate orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within the District; install and test communication systems; perform communication system design, installation, and troubleshooting; monitor system performance and security.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS

CERTIFICATES

- None

Licenses

- Valid California Class C Driver License

Registrations

- None

DESIRABLE QUALIFICATIONS

None

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements