



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

IT TELECOMMUNICATION TEAM MANAGER

Group-Section: Information Technology Group/ Infrastructure & Services Section/Infrastructure Unit	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 63 Job #: TM055
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JOB SUMMARY

The IT Telecommunication Team Manager is responsible for managing and supervising the design, installation and maintenance of District communications including voice, microwave, emergency 2-way 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, Section and/or Group Manager.

Manages and supervises a staff of professionals, paraprofessionals, and technicians.

JOB DUTIES

Common job duties for team managers:

1. Supervises staff including selection, assignment and monitoring of work, coaching, counseling, mentoring, and performance assessment; determines priorities and aligns work load; reviews work for thoroughness, adherence to applicable standards, constructability, and accuracy; assesses employees' competencies and develops training plans; trains subordinates in applicable techniques and methodologies; and ensures staff compliance with applicable health and safety standards and requirements.
2. Provides general administration of the team including establishing and tracking organizational goals and objectives; analyzes organizational activities and prepares reports; develops and monitors the budget; evaluates resource needs and prepares staffing and consulting requests; creates procedures; provides input regarding policy and procedures; reviews and approves time, reimbursement requests, and purchases.
3. Leads staff in development of organizational vision, strategies, goals, and objectives for customer support and service; plans, develops, and approves schedules, priorities, and standards for achieving organizational goals; and reviews and reports on status of all organizational activities.
4. Works collaboratively with Metropolitan's staff and managers. Engages with project managers to ensure project objectives are at par with and serve to protect Metropolitan's properties and interests.

5. Meets with key customers to work on projects and initiatives and supports applicable customer satisfaction feedback mechanisms.
6. Performs other related job duties as required.

Duties specific to this position:

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. Ensures communication systems are available and operating at optimal levels; establishes standards and practices; monitors system performance and security; installs and manages system licenses. Serves as technical advisor on issues of communication system capability, design and function; researches and evaluates new technologies, plans and designs new systems.
3. Acts as a technical advisor on issues of communication systems; participates in the research, planning and implementation of new Technology for future needs; and designs and implements training programs to ensure staff can support existing and upcoming communication systems.
4. Coordinates team activities with other information technology teams plus managers and staff in other business units; participates in the planning and implementation of complex projects.
5. Keeps abreast of relevant changes in technology, standards, compliance requirements, methodologies, and best business practices.
6. Performs other related job 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: Management methods and techniques; team building; contract administration; project management; report writing; personnel management; 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; foster and facilitate cooperation; resolve staff and business unit conflicts; communicate effectively, orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within Metropolitan; 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 that allows you to drive in the course of your employment

Registrations

- 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

Job Title: IT Telecommunication Team Manager

Job Code: TM055

Adopted: 04/07/05

Effective: 06/26/22

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Supersedes: 02/14/17

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