

COMMUNICATIONS MANAGER

SUMMARY:

Under general direction, manages the enterprise Voice and Data infrastructure services, Radio system, Network Operations, Service Desk Support, Servers, Storage, Client Desktop, Mobile Computer and PDA services, Systems Operations and Technical Support; supervises assigned personnel, prepares, maintains, and administers the budget for areas of responsibility; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(Which are **not** in any hierarchical order)*

1. Recommend and implement policies, procedures, and standards relating to information system and technology activities.
2. Supervise the design, development, installation and maintenance of systems to meet the needs of user departments; determine information requirements and further define the nature of projects.
3. Assign work to subordinate personnel, providing instructions and answering questions; coordinate the scheduling and completion of work by determining operational priorities and resolving work load problems; review work for accuracy and completeness; evaluate work techniques and methods for conformance to established standards.
4. Provide technical guidance and assistance to subordinates, to department users and to consultants in the development and implementation of systems and applications.
5. Develop policies, rules and procedures for the effective operation of the department, including establishing goals, objectives and priorities.
6. Advise, and otherwise provide assistance to the Director and other City personnel regarding information systems related issues, applications, services or equipment; supervise and participate in the training of City personnel in the uses and capacities of information systems and technical equipment.
7. Conduct research and perform analysis; prepare and present reports regarding project feasibility, equipment utilization, project development, and the cost of applications.
8. Prepare and administer the department budget; monitor and approve expenditures with budget limits; make recommendations regarding staffing needs, equipment, materials and supplies.
9. Attend conferences, meetings or other functions as the department representative; may provide information or participate in discussions regarding information systems activities.
10. Participate in the selection of subordinates; plan and implement employee training; evaluate employee performance; initiate disciplinary action.
11. Maintain professional currency in information systems technologies.
12. Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City, federal and state rules and regulations related to telecommunications, including voice, data and video theory, design and installation.
- Knowledge of multi-platform network administration, maintenance and management practices and principles.
- Knowledge of computer hardware and software applications on multidimensional platforms including database management, programming language applications and client-server networking communications.
- Knowledge of program and systems analysis, design and programming principles and practices.
- Knowledge of supervision and administration practices and procedures.
- Skill in prioritizing, assigning, reviewing and evaluating work and in managing multiple projects.
- Skill in troubleshooting and resolving technical problems related to network, communications or computer software issues.

COMMUNICATIONS MANAGER

- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderately heavy work in an office setting. There is frequent need to stand, stoop, walk, sit, lift objects (over 50 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in Computer Science, Mathematics, Electrical Engineering or a related field and seven (7) years of progressively responsible experience, including two (2) years of supervisory experience, or any equivalent combination of training and experience. A valid Florida's driver's license is required.