



## CLASS TITLE | VOICE SERVICES MANAGER

PAY GRADE: IS-44 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 11/13/2025

CLASS CODE: 1284

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for evaluating, designing, and maintaining the City's fiber optic network and continuously seeking ways to enhance the City's technological infrastructure, leading the response team for system outages, overseeing upgrades and installation of network equipment and cabling; and performs other related assigned duties.

### ESSENTIAL TASKS:

- Ensures all voice communications adhere to established policies and procedures, maintaining compliance and operational standards
- Leads the design, successful implementation, and maintenance of voice telecommunications networks, including Microsoft Teams, enhancing the city's communication capabilities
- Ensures there is no gap in leadership or technical oversight, maintaining continuity in voice communication services
- Guarantees continuous access to all voice telecommunication features
- Consult, design, install, and program station user training programs, developing training aids as needed and reviewing user requests for service modifications or additions
- Oversee the management of the city's fiber infrastructure, ensuring robust and reliable connectivity across the city
- Select vendors, negotiate contracts, and coordinate the installation of new systems with suppliers and contractors for telephone equipment and related repairs
- Manage and supervise the team effectively, ensuring all tasks are completed effectively and to a high standard, while maintaining full authority for personnel actions
- Directs the daily performance of subordinate staff, meeting project and department milestones/goals while adhering to approved budgets
- Involved in long-range or strategic voice communication plans, ensuring alignment with the city's overall objectives and adhering to approved budgets
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with a bachelor's degree in Business, Information Technology, Telecommunications Technology, Management, or other related fields; **and**
- (b) Five (5) years' of related administrative and technical experience involving a large telephone system operation; **and**



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- (c) Five (5) years of administrative and technical experience, involving a large fiber infrastructure demonstrating expertise in system design, implementation and maintenance; **including,**
- (d) One (1) year of supervisory experience, managing a team of technical and clerical staff, ensuring efficient completion and high performance.

### Knowledge, Abilities and Skills:

#### Knowledge of:

- Considerable knowledge of telephone services, applications, and equipment
- Considerable knowledge of administrative methods and procedures including budget preparation and management
- Good knowledge of the telecommunications industry and technical applications
- Good knowledge of relevant regulations

#### Ability to:

- Write, interpret, and manage contracts
- Develop plans for service modifications
- Plan and develop user training programs
- Analyze system problems and recommend solutions
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization

#### Skill in:

- Working with Avaya CS1000E 7.5
- Working with AT&T Plexar line
- Working with Microsoft Teams

### Physical Requirements:

Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

### Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license.
- b) Avaya CS1000E 7.5 and AT&T Plexar line experience
- c) MS-700: Managing Microsoft Teams Certification is preferred but not required
- d) Building Industry Consulting Service International (BICSI) Technician (TECH) certification is *preferred* but not required



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**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting

**EEO Code: E-02**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**