CLASS TITLE: VOICE SYSTEMS SECTION HEAD

PURPOSE OF THE CLASSIFICATION: Under general direction manages the City-wide voice communications systems composed of over 3000 users; administers contracts and manages billing for voice system contracts; prepares and monitors section budget; and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages City owned, leased and contracted telephone systems, including voice mail/menu, automated attendant, Automatic Call Directors, facsimile and cellular telephone service
- Maintains inventories and associated records of system usage, service order activity, repairs, contracts and billings
- Prepares monthly status reports to track all system requests, changes, additions, deletions and accomplishments
- Administers and coordinates updates to telephone directories on the system network and for manual holder distribution
- Keeps current of tariffs, rate changes and regulations affecting the City's telephone service
- Coordinates and manages the billing system for users to appropriate long distance toll usage and audits bills to determine usage fraud
- Consults, designs, installs and programs station user training programs and develops training aids
- Reviews requests from users for modifications or additions in service, including office/building relocation
- Proposes equipment and system modifications to enhance the efficiency of the telephone system and manages implementation
- Plans, prepares specifications, bids and coordinates the installation of new systems with suppliers and contractors for telephone equipment and related repairs and reviews quality of service
- Supervises and directs the activities of technical and clerical staff with the performance of voice communications systems
- Analyzes and determines telephone service needs of users and writes technical specifications for new telephone services and equipment
- Manages daily activities and develops policies and procedures for Telecommunications Help Desk for computer hardware, software and networks trouble and requests for service

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in telecommunications technology, management, business administration or other related fields; and five (5) years of related administrative and technical experience, involving a large telephone system operation; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: 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; and good knowledge of relevant regulations. Ability to write, interpret, and manage contracts; ability to develop plans for service modifications; ability to plan and develop user training programs; ability to analyze system problems and recommend solutions; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization.

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: Possession of a valid Oklahoma Class 'D' Operator's License.
WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1140
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing & Information Services

Effective date: February 13, 2003