

COMMUNICATIONS MANAGER

DEFINITION

Under general direction, participates in the planning, installation, monitoring, and maintenance of the City's police and fire two way radio, microwave, and video policing systems; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Department Director.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Department Director. Exercises supervision over subordinate staff.

DISTINGUISHING CHARACTERISTICS

The Communications Manager coordinates and manages activities and personnel involved in the planning, installation, monitoring, and maintenance of police and fire two-way radios, microwave, and video policing systems. This class differs from the Department Director in that incumbents of that class have overall responsibility for the entire department. This is an unclassified position in which the incumbent serves at the will of the Department Director.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

may include, but are not limited to, the following:

Participates in the planning, installation, monitoring, and maintenance of the City's police and fire two way radio, microwave, and video policing systems.

Oversees, monitors, and maintains police and fire radio networks and the police video camera network; ensures networks are working properly; identifies and troubleshoots problems.

Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures.

Directs, coordinates, and reviews the work plan for communications services and activities; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Participates in the selection of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Serves as the liaison for public safety communications with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.

Evaluates alternative communication system products including upgrades or replacements of existing systems; prepares cost estimates for selected communications projects.

Provides coordination between technical information technology staff and operational units of police and fire departments to assist in resolving technical issues.

Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of communications; incorporates new developments as appropriate into programs.

Participates in the development and administration of assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends adjustments as necessary.

Provides responsible staff assistance to the Chief Information Officer; prepares a variety of reports on communication activities.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of a communications program.

Theory and principles of electronics and radio communication.

Computer networking systems.

Methods, materials, and equipment used in the installation, testing, maintenance, and modification of electronic and computer control devices.

Principles and practices of project management.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Skills to:

Operate modern office equipment including computer equipment.

Ability to:

Oversee and participate in the management of a comprehensive communications program.

Organize installation projects and coordinate the efforts of subcontractors.

Operate hand tools as well as radio, microwave, and computer network test equipment.

Use computerized radio and microwave test applications.

Analyze and identify radio and IP network maintenance issues.

Oversee, direct, and coordinate the work of lower level staff.

Prepare clear and concise reports, records, and other written materials.

Prepare and administer program budgets.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

Graduation from an accredited college or university with a Bachelor's Degree in Electronics, information technology, computer science, or closely related field; and

Experience:

Four years of experience in the design and maintenance of electrical or electronic equipment and systems.

Special Requirements:

A valid California Driver's License may be required at time of appointment.

APPROVED: _____
Director of Personnel Services

DATE: _____

MR/LD/co/04/09/90
+385/SPEC5
NK:clw:07/06/2005
TJM:scm:Revised 11/21/12
Revised 5/18/2015