

## **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.

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**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**