

## DIRECTOR OF IT, COMMUNICATION SYSTEMS

### DEFINITION

Directs and oversees the planning, development, coordination, implementation, and management of IT communication systems including voice, data lines, telephone, radio circuits, and voice over IP (VOIP). Assesses IT communication systems capabilities and determines long-range needs.

### TYPICAL DUTIES

Plans, develops, coordinates, implements, and manages the communication services for ITD. Provides digital and analog, unsecure and secure, operational IT communication services and District-wide fiber optic and metallic cable networks supporting state of the art digital systems. Participates in Division-wide planning at all levels to ensure voice and data communication services are available to and appropriate for customers. Develops bid specifications for IT communication systems and equipment, evaluates bids, selects vendor(s), negotiates and administers contracts. Consults with District organizational units and recommends and/or implements services or systems to meet their needs and applications; communicates with customers and/or administrators regarding system operation, changes, and/or communications policies. Initiates activities that encourage and assist the integration of communication technologies; represents ITD on communication issues with various vendors, regulatory agencies, and national organizations. Manages all Private Branch Exchange (PBX) systems, ancillary systems, all telephone and voice over IP servers, and emergency communication services for ITD. Distributes telephone directory information District-wide. Oversees the processing of IT Communications Service Requests for move changes, deletions, and monthly billing statements. Provides official telephone services for operational use, using voice equipment ranging from electro-mechanical switchgear, digital computerized switching systems, voice over IP and District-wide cable systems. Analyzes current systems and makes recommendations for improved performance and cost savings. Directs and participates in studies to evaluate needs and services, equipment, human resources, feasibility and cost effectiveness, and other aspects of management. Develops and/or approves internal branch policies and procedures. Develops, monitors and reviews personnel management policies and procedures within the branch and assures compliance with contractual obligations, Personnel Commission rules and applicable law. Establishes and implements short- and long-range departmental goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement. Coordinates the implementation of quality control measures across all Information Technology functional areas to ensure seamless IT communication service throughout the District. Evaluates future needs, new technologies, and/or products for applicability in the District; makes recommendations as appropriate. Provides the Senior Director, Information Technology with advice, guidance, progress reports and analyses relative to the implementation of IT communication systems. Coordinates with other information technology functional areas to provide technical leadership in IT communication policies and procedures to ensure compatible integration.

Represents ITD at executive-level meetings, conferences, and Board of Education or Board committee meetings as directed.  
Administers the Branch budget, controls expenditures, and allocates resources.  
Evaluates staff performance and conducts progressive discipline procedures when needed.  
Interprets and applies provisions of collective bargaining agreements.  
Performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Director of IT, Communication Systems administers functions related to IT communications and communications equipment.

A Senior Director, Information Technology is the administrative head of a group of branches or units within the Information Technology Division.

The Manager of IT, Communication Systems compiles, analyzes, and evaluates data pertaining to the District's IT communication systems requirements; formulates general policies and guidelines; recommends systems to provide efficient, economical communication services; and manages the activities of the Communication Systems Branch.

## SUPERVISION

Administrative direction is received from a Senior Director, Information Technology. Administrative direction is given to the Manager of IT, Communication Systems and other lower-level staff.

## CLASS QUALIFICATIONS

### Knowledge of:

Communication planning, development, and management  
Communications equipment, telephone company regulations and policies, and Public Utilities Commission and Federal Communications Commission regulations regarding communications systems and installation  
Basic principles of contract law, public purchasing, research, cost analysis and control, budgeting, accounting, and merit-system personnel administration  
Switches, PBX systems, VOIP systems, telecommunications networks, ancillary systems, and associated services  
Employee development and performance management skills  
Current technological developments/trends in telecommunications  
Procedures and techniques of operations analysis, records development and management, and statistical analysis and presentation  
Financial/business analysis techniques  
Principles of public relations  
Principles of organization, personnel management, and progressive disciplinary procedures

### Ability to:

Communicate effectively orally and in writing  
Conduct meetings and make presentations  
Integrate and collaborate successfully with peers  
Interpret and assess telecommunications requirements, and direct the planning and implementation of telecommunications services to meet goals and deadlines  
Develop bid specifications and evaluate bids from contractors  
Make, support, and explain recommendations and decisions  
Foster a cooperative work environment  
Maintain effective relationships with District personnel and representatives of manufacturers

and other organizations  
Supervise and train assigned staff including organizing, prioritizing, and scheduling work assignments  
Develop, plan, and implement short- and long-range goals  
Analyze and interpret technological developments in relation to current and future operational requirements  
Prepare and manage budgets  
Promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment  
Maintain confidentiality

Physical Requirement:

Effective hearing and speaking to address IT communication issues promptly

**ENTRANCE QUALIFICATIONS**

Education:

Graduation from a recognized college or university. Courses in business or public administration, telecommunications, or computer science are preferable. Additional experience in supervising subordinate supervisors in telecommunications and/or data systems and analysis may be substituted for the required education on a year-for-year basis.

Experience:

Five years of management experience in telecommunications.

Special:

A valid California Driver License.  
Use of an automobile.

SPECIAL NOTES

1. Management class, exempt from bargaining units.
2. Exempt from FLSA.
3. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised  
12-18-17  
SJ