

TELEPHONE OPERATIONS SUPERVISOR**NATURE OF WORK**

This is responsible supervisory administrative and technical management of highly complex analog and digital electronic voice telecommunications systems, ancillary systems, voice over IP servers and associated equipment, and cellular telephone service used to provide and enhance telephone call processing capabilities of all County work centers, locations, and personnel. The position requires the incumbent to perform highly technical work in administering and managing analog and digital electronic telephone and ancillary systems. This position also functions as a technical consultant for voice telephone and ancillary systems on-going operation and functionality in conjunction with the call processing requirements of the using work centers as well as the supervision and coordination of technical work activities of subordinate technicians and telephone analysts.

An employee in this position is responsible for the supervision and coordination of and telephone analysts and/or telephone electronic technicians who provide and/or coordinate the installation, modification, repair, and maintenance, trouble shooting of analog and digital voice telecommunications systems, ancillary and auxiliary systems, inside, outside and station voice and data cabling systems, network systems, equipment, and services. An employee in this position is required to work in a supervisory capacity, as well as a lead technical worker, while exercising considerable independent judgement in planning and management of assigned subordinates as well as the overall systems operations. Work is reviewed through conferences, reports, results obtained, meetings and observation of assignment by the Manager of Telephone Systems, Communications.

EXAMPLES OF WORK

Issues counseling forms/disciplinary actions; handles employee complaints and grievances; recommends hiring, termination, and promotion of staff.

Supervises, plans, schedules, organizes, and directs technical staff on service requests related to the installation, repair, and/or modification of electronic telephone, voice mail/automated attendant, Automatic Call Distribution, Interactive Voice Response, Call Logging Systems, outside plant, inside plant, and station cabling systems.

Provides technical direction and, if necessary, hands-on assistance to subordinate technicians and analysts in systems administration procedures, trouble shooting, servicing of voice telecommunications and ancillary systems.

Interfaces with County departments, work centers, and vendors concerning moves, adds, changes, troubles and maintenance of analog and digital telephone systems as well as technical counseling on telephone systems usage and operation.

Interfaces with the Section Manager and Division Director related to planning and specific project implementation/administration.

Interfaces with the Fiscal Section in verifying via the audit trail reasonable and accurate billing invoices for equipment and/or services performed and/or provided by vendors.

TELEPHONE OPERATIONS SUPERVISOR - CONT'D**EXAMPLES OF WORK - CONT'D**

Assists the Fiscal Section with automation of various reports and functions.

Maintains records of work flow, parts and equipment inventories.

Pro-actively responds to various situations and trouble escalated from subordinates.

Writes material for publication such as dialing instructions, guides, directories, and operating procedures.

Reviews County-wide, Departmental, and Divisional PPM's.

Assists in the development and analyzation of plans for a variety of telecommunications systems.

Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of analog and digital electronic telephone systems, voice mail/automated attendant systems, ACD systems, and IVR systems operations, administration, and maintenance.

Considerable knowledge of the occupational hazards and safety precautions of the electrical/electronics trade.

Considerable knowledge of the codes, regulations, ordinances, standards, methods, and procedures of the voice telecommunications and electronic trade.

Ability to establish and maintain an effective working relationship with supervisors, subordinates, vendors, and the public.

Ability to manage and programmatically administer electronic telephone and ancillary systems.

Ability to supervise, plan, direct, and coordinate the work assignments and activities of subordinates.

Ability to interpret and work from technical manuals, diagrams, and building structural floor plans/blueprints.

MINIMUM ENTRANCE REQUIREMENTS

Graduation from an accredited college or university with an Associate's degree in Electronics; five (5) years experience in electronic telephone systems, or other sophisticated electronic equipment, maintenance, and repair; including three (3) years of direct telephone system experience and two (2) years supervisory experience or any equivalent combination of related training and experience.