



**POSITION VACANCY NOTICE**  
**City of Ketchikan**

November 2, 2018

<b>TITLE: NETWORK OPERATIONS &amp; ENGINEERING MANAGER</b>			
<b>DEPARTMENT:</b>	KPU Telecommunications	<b>DIVISION:</b>	Engineering
<b>STATUS:</b>	Regular Full-time	<b>HOURS/DAYS:</b>	Monday – Friday 8:00 AM – 5:00 PM
<b>GRADE / STEP:</b>	988 A – P DOQ	<b>DUTIES:</b>	See attached job description
<b>MONTHLY SALARY:</b>	\$10,011.74- \$12,516.99/DOQ	<b>UNION STATUS:</b>	NO

**SPECIAL REQUIREMENTS:**

A Bachelor’s degree from an accredited college or university with major course work in electrical engineering or a related field; Five years of increasingly responsible telecommunications engineering experience including two years of administrative and supervisory responsibility; Possession of, or ability to obtain, an appropriate, valid driver’s license.

**ADVERTISING REQUIREMENTS**

**Position is Open Until Filled**

**PUBLICATIONS:** Ketchikan Daily News; Job Service; City Website; NTCA.org; alaskatel.org

**APPLICANT PROCESSING INSTRUCTIONS**

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:**  
**THE CITY OF KETCHIKAN, 334 FRONT STREET, (907) 228-5631 OR ON-LINE AT**  
[www.ktn-ak.us/jobs](http://www.ktn-ak.us/jobs)

**CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER**

## NETWORK OPERATIONS & ENGINEERING MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under administrative direction, plans, manages, supervises, and coordinates the activities of the Engineering Network and Operations staff within the Telecommunications Division; Provides professional telecommunications leadership and support to the Telecommunications Division; coordinates activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Telecommunications Division Manager.

The Network Operations & Engineering Manager must perform his/her duties in a manner that reflects positively on KPU Telecommunications and is responsible for maintaining a level of professional expertise and image that promotes efficient use of the resources available to the division.

The Network Operations & Engineering Manager must research, assess, recommend and 'engineer' leading edge telecommunications technology, ensuring the Division's investment in IPTV, fiber optic, and other networks consistently evolve as necessary to provide quality services in a highly reliable and 'fail-free' manner.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assumes management and supervisory responsibility of the Customer Support desk, overseeing dispatch and customer support issues; including third party support of customer issues for overflow and after hours situations
2. Assumes management responsibility for the Engineering staff including planning and engineering major and minor annual and multi-year capital improvement projects, providing leadership to the Outside Plant Engineer.
3. Assumes management and supervisory responsibility for the Central Office staff, including planning and engineering major projects, along with day to day operations of the network
4. Assumes management responsibility for the outside plant, including line assignment, coordinating activities and providing leadership to the Telecommunications Plant Manager
5. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for engineering and network operations staff; recommends and administers policies and procedures.
6. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
7. Plans, directs, coordinates, and reviews the work plan for all KPU telecommunication technicians and engineering staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

8. Selects, trains, motivates, and evaluates telecommunications operations and engineering personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements progressive discipline and termination procedures.
9. Oversees and participates in the development of the Network Operations annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
10. Maintains a current system service plan, taking into consideration planned replacement of obsolete facilities, technology improvements, provision of new services, customer complaints and service requests, and network efficiencies.
11. Supervises and monitors the work of vendors and consultants.
12. Consults with telecommunications management on projects and planning functions necessary for efficient project development and operational needs; coordinates projects with other KPU engineers and general government engineering efforts.
13. Serves as a liaison with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Provides responsible staff assistance to the Telecommunications Division Manager; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to telecommunications engineering programs, policies, and procedures as appropriate.
15. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of IP, Fiber Optic, and Internet telecommunications engineering; incorporates new developments as appropriate.
16. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
17. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

Operational characteristics, services, and activities of a telecommunications engineering program.

Leadership and management skills, necessary to produce optimum performance from skilled and highly technical engineers, staff, and telecommunications network technicians.

Planning, implementing and operating IPTV, Internet, & Voice telecommunications services via IP and Fiber Optic networks.

Principles and practices of telecommunications IP, Voice, & Internet system engineering.

Principles and practices of fiber optic and outside plant cabling network engineering.

Principles and practices of program development and administration.

Principles and practices of annual and multi-year multi-million dollar budget preparation and administration.

Principles of supervision, training, performance evaluation, and progressive discipline.

CAD operation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

Oversee and participate in the management of a comprehensive telecommunications engineering program.

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

Oversee, direct, and coordinate the work of highly skilled and knowledgeable telecommunications engineers and network technicians.

Select, supervise, train, and evaluate staff; implement progressive discipline when necessary.

Participate in the development and administration of division annual and multi-year goals, objectives, and procedures.

Prepare and administer large program budgets.

Prepare clear and concise administrative and financial reports.

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

Research, analyze, and evaluate new service delivery methods and techniques.

Interpret and apply federal, state, and local policies, laws, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

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

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in electrical engineering or a related field.

**Experience:**

Five years of increasingly responsible telecommunications engineering experience including two years of administrative and supervisory responsibility.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Standard office setting with some travel from site to site and occasional outdoor exposure; subject to callout at irregular hours; regular interaction with telecommunications personnel, state and federal agencies, manufacturers and vendors; occasional interaction with telecommunications subscribers and professional engineering and consulting firms.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Grade: 9-88

Job Position Code: 32910

Union: No

FLSA: Exempt

Date Approved:

Date Amended: June, 2007 (*Johnson & Associates*)

Date Amended: February, 2012 (*Ralph Andersen & Associates*)

Date Amended: November, 2018 (*Johnson & Associates*)

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Human Resources Manager Approval

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City Manager Approval