STATE OF INDIANA CLASSIFICATION SPECIFICATION	**Class Title:** Data/Voice Communications Manager		**Class Code:** 00EAQ6
	FLSA Status: Exempt	**Salary Schedule:** RDS	**Effective Date:** 3/28/13
	Summary: Incumbent is responsible for the management of the configuration and implementation of telecommunications systems, networks, and structured cabling including but not limited to multi layer switches/routers, VPN appliances, intrusion detectors, fire walls, extranet, distributor-sniffers, PBX and KEY telephone systems or equipment or any other new technology. Incumbent typically reports to the Information Technology Director or higher level staff.		

Duties:
- Develops, plans, and implements the overall strategic goals of an organizational network design;
- Provides tactical and strategic input on overall network planning and related projects;
- Manages and oversees the development, planning, design, installation, implementation, security and daily operation of data, voice and wireless communications infrastructure and networks including: telephone systems (Key and PBX), pagers and pager services, cellular phones and services and state issued calling cards;
- Develops and oversees conducting of feasibility studies for large projects;
- Manages and oversees the assessment and optimization of network design through review and assessment;
- Oversees and manages the maintenance of the multi-layer switches and routers;
- Oversees and manages the performance of identification or system/network problems;
- Oversees and performs the testing, adjusting, and troubleshooting of equipment;
- Ensures that necessary services are supplied to provided adequate telecommunication services to the agency;
- Serves as an agency liaison and coordinator to the Indiana Government Center (IGC) facilities manager;
- Provides guidance to users for maximum utilization of the communications infrastructure;
- Oversees the training of agency personnel in the use of voice/data services and equipment;
- Evaluates vendor products and makes recommendations on selection;
- Manages the support, monitoring and troubleshooting of hardware/software problems and recommends scheduling of repairs;
- Prepares the office services budget and oversee the expenditures of funds;
- Evaluates new technology and products to determine the feasibility of implementation;
- Provides instruction, direction and assistance to lower level staff;
- Perform related duties as required.

Job Requirements:
- Broad knowledge of computer and networking hardware/software;
- Broad knowledge of voice architecture, local area network architecture and mainframe terminal access methods;
- Broad knowledge of multi layer switches/routers, VPN appliances, intrusion detectors, fire walls, extranet, distributor-sniffers, PBX and KEY telephone systems;
- Broad knowledge of communications systems and equipment used to network mainframe, mid range and PC environment;
- Broad knowledge of network design, and traffic engineering;
- Broad knowledge of equipment vendors and carriers;
- Broad knowledge of structured cabling systems and industry standards including outside cable plant, horizontal and station cabling;

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- Broad knowledge of most recent technical developments in the information technology field;
- Broad knowledge of telephone systems hardware and software;
- Broad knowledge of pagers, cellular phones, fax machines, office copiers, office machines and office furniture systems;
- Broad knowledge of all guidelines, policies and procedures related to data and voice services;
- Specialized knowledge of electrical circuits;
- Ability to read, understand and interpret complex manuals and blueprints.

Difficulty of Work:
Incumbent applies general agency guidelines and broad knowledge of telecommunications and network systems in order to develop and manage the function for the division and agency. Extensive judgment and technical expertise will ensure that disruptions in the agency's operations are limited and controlled and operational efficiency is achieved. Work is broad in scope, and in some cases, is new or unprecedented in nature where consideration must be given to the agency's operations when determining appropriate solutions or making decisions.

Responsibility:
Incumbent is responsible for ensuring their work, and the work of the Voice/Data Communications department is in compliance with the policies, programs, and practices of the agency and IT division. Incumbent's work has an extensive impact on the IT division's operations and other major agency programs and operations. Problems that may impact the agency's operations, significantly, may be discussed with the manager.

Personal Work Relationships:
Incumbent works with the agency executive management, IT division management, division director, systems users, agency personnel, consultants, vendors, representatives from other agencies, and any other individual or group involved with the telecommunications and network systems. Contacts are for the purpose of directing, managing, supervising, problem solving, sharing, describing, troubleshooting and analyzing. Incumbent communicates program progress to management.

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