



LOS ALAMOS

Los Alamos County

Job Description and Classification

JOB TITLE:	Broadband Manager
JOB CODE:	203
CLASSIFICATION:	Exempt
DEPARTMENT/DIVISION:	Administrative Services/Information Management
SUPERVISOR:	Chief Information Officer

Position Summary:

Under general supervision of the Chief Information Officer, researches, plans, organizes, and directs the development, design, implementation, construction, operation, and maintenance of a Community Broadband system. Provides leadership, project, and contract management, and participates in strategic and operational planning and performance. Maintains confidentiality of all privileged information.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification. Duties, responsibilities, and activities may change at any time with or without notice.

Essential Duties and Responsibilities:

- Directs, plans, and oversees the research, development, design, implementation, construction, operation, and maintenance of a Community Broadband system.
- Serves as the project manager, contract manager, and County liaison with the community for the successful and timely implementation of Community Broadband initiatives in line with County Management and County Council strategic goals.
- Participates in the design, development, implementation, and evaluation of broadband projects and information initiatives for the organization.
- Coordinates the development and completion of broadband project with other County departments, boards, commissions, the public, and user groups; assembles public information and coordinates public involvement activities.
- Oversees the work of design consultants, construction contractors, team members and support staff. Reviews and inspects the work in progress to ensure conformance with contracts and approved plans, reviews and approves pay requests, prepares amendments and change orders as required, and recommends final acceptance.
- Prepares contract documents and specifications, including but not limited to establishing project goals, requirements, and scope of work; technical specifications; material and equipment lists; time requirements; and construction cost estimates in a participatory team environment.
- Coordinates and provides leadership for all team meetings, program development, implementation maintenance, enhancements, and improvements; reviews, evaluates, and develops proposals for hardware/software and/or upgrades, as appropriate.
- Plans and coordinates the analysis, design, programming, timely implementation, testing and contract/s management for Community Broadband.
- Ensures systems models, specifications, diagrams, and charts are created and documented for the supported enterprise applications and systems related to broadband.
- Performs and presents studies and informational presentations; prepares monthly project status reports and may present to County Management, the County Council, and/or the community.

- Develops and maintains information technology systems in a manner that complies with State and Federal laws, statutes, and regulations.
- Develops and coordinates community broadband programs and initiatives in accordance with continuous process improvement for the organization.
- Works with all departments to identify and implement appropriate uses of technology to improve the quality or delivery of services.
- Responsible for coordinating and managing technology projects related to broadband of varying complexity, on time and within budget.
- Maintains knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.
- Assists in the development and monitoring of broadband operating and capital budgets.
- Responsible for disaster recovery plans, policies, and procedures.
- Ensures network is secure against internal and external threats.
- Ensures support is provided to customers in a professional, courteous, and timely manner.
- Develops and refines the equipment replacement plan.
- Provides initial supporting documentation and specifications for hardware and software purchases and for maintenance contracts.
- May supervise staff, which includes work allocation and prioritization, training and problem resolution; evaluates performance and make recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Maintains confidentiality of all privileged information.
- Contributes to a team effort.
- Performs other duties as required.

Minimum Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, Management Information Systems, Business Administration, Engineering, or related field, or equivalent combination of education and related work experience.
- Five years' experience in information technology which included contract and project management experience; and at least three of those years must have been experience in IT Infrastructure and/or broadband.
- Three years in a supervisory or lead capacity across all years of experience.
- Successful completion of thorough background investigation, including FBI fingerprint check. Must not have been convicted of a felony.

Preferred Qualifications:

- Master's Degree from an accredited college or university in Computer Science, Information Technology, Management Information Systems, Business Administration, Engineering, or related field.
- PMP (Project Management Professional), Six Sigma or ITIL (Information Technology Infrastructure Library) certification(s).
- Microsoft advanced certification.
- Cisco advanced certification.
- SQL certification or advanced class work.
- Experience with the following: enterprise databases, enterprise applications, geographic information systems, enterprise backup systems, enterprise switching and routing, enterprise infrastructure, enterprise servers and enterprise web site management and development.
- Valid New Mexico driver's license.

Knowledge, Skills, and Abilities:

- Knowledge of current technological developments/trends in area of expertise related to broadband.
- Knowledge of information technology as it applies to public sector or public safety enterprise.
- Knowledgeable of public and business administration principles.
- Knowledge of the fundamentals of supervision and the ability to coordinate and supervise staff; provide leadership and direction.
- Knowledge of operating systems, telecommunications systems, and technology infrastructure.
- Knowledge of database tools, reporting analysis and design, software selection and implementation.
- Knowledge of federal copyright laws as they pertain to the use of computer software.
- Knowledge of networked computer systems, including network fundamentals and devices.
- Knowledge of computer security systems, applications, procedures, and techniques.
- Knowledge of Generally Accepted Recordkeeping Principles (GARP).
- Knowledge of finance, accounting, budgeting, and cost control procedures.
- Knowledge of cloud-based technology including Saas, IaaS and Paas.
- Skill in planning, scheduling, directing, supervising, and reviewing the performance of staff, projects, or contracts in an effective manner.
- Skill in problem solving, human relations, and time management.
- Skill in preparing and administering budgets that include computer programs and systems.
- Skilled at interpersonal communications.
- Skilled at troubleshooting and diagnostics on a wide variety of software, network, hardware, and telecommunication platforms.
- Skill in presenting information clearly and concisely, both orally and in writing.
- Ability to supervise effectively.
- Ability to prepare, analyze, and evaluate both detailed and comprehensive reports; ability to design, develop and carry out assigned projects to their completion.
- Ability to utilize project management principles, methods and techniques.
- Ability to develop and review and maintain contract documents and specifications.
- Ability to develop and deliver presentations.
- Ability to communicate, plan and conduct training to individuals and groups and conduct effective meetings in order to implement and utilize the IT system.
- Ability to develop a strategic plan for a records and information management program using best practice methodologies to support and achieve long-range organizational goals.
- Ability to direct the management of the IT program to meet business objectives and ensure customer service.
- Ability to gather data, compile information, and prepare reports.
- Ability to interpret complex data and evaluate independent studies and results.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to communicate technical information to non-technical personnel.
- Ability to act in an independent and conscientious manner using sound judgment.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to communicate effectively, both orally and in writing.

Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in a professional office environment with a moderate noise level, occasionally working under stressful conditions and for extended periods of time. This position routinely uses standard office equipment such as computers, phones, and photocopiers. Evening, holiday, and weekend work outside of normal business hours may be required as well as travel and attendance at meetings. Must be available for planned and emergency maintenance and to provide customer support 7x24x365 for enterprise environments.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team-oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed:

Revised:

Created: 6/17/2021