



Manager, Telecommunications

Job Code	20000014	Job Family	Manager/1st Level leader	Leader	
Department	Telecommunications	Reports to	Sr Mgr Subst Mtrg & Telcom Svc	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2060		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Manages the planning, design, development, engineering, installation and maintenance of the telecommunications data transport and land mobile radio systems. Fosters a culture of caring, mutual respect, trust, and professionalism that empowers and encourages employees to perform at the best of their ability and continually grow. Ensures compliance with all applicable governmental, industry, and District standards and policies. Effectively communicate the direction, impact, and status of the department with the rest of the District.

Accountabilities

Accountability #1

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #2

Delivers exceptional value to our customers through powerful cross group partnership and collaboration by communicating proactively with other District departments to ensure coordinated work efforts. Actively facilitates communications and activities between internal departments/divisions, various levels of the organization, outside agencies and customers. Ensures efficient, and cost-effective telecommunications data transport and land mobile radio systems by assigning areas of responsibility, setting performance metrics, and following up on status; guiding the development, refinement, and adherence to practices, procedures, and documentation; and remaining current with the telecommunications and utility industry through attending conferences, reading industry publications, networking with peers at other utilities, and other available methods, and similar responsibilities.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages telecommunications by being open to innovation by assisting in the development and implementation of directives, guidelines and standard procedures for the efficient planning, engineering, design, installation, operation and maintenance of the District's telecommunications network systems. Ensures the telecommunications network meets internal and external customer needs and expectations by regularly and proactively engaging them to discuss current and long-term needs and network performance; communicating proactively with the other District department and telecom engineering staff to ensure coordinated work efforts; allocating appropriate resources; and providing consulting advice on the

capabilities of the network, and similar responsibilities.

Accountability #4

Achieve the highest level of employee and community trust in how the District manages compliance by ensuring compliance of all applicable District, regulatory, safety, and governmental policies, rules, and regulations including but not limited to FCC, FAA, NERC, and the District by being knowledgeable of and accountable for such rules; seeking help from other district entities for clarification and help when needed; developing, maintaining, signing off, and ensuring adherence to applicable reporting and documentation; and reporting noncompliance to governing body and taking corrective action, and similar responsibilities.

Accountability #5

Demonstrate outstanding value relative to cost to our customers and practice cost-control asset management by developing and maintains key vendor relationships associated with telecommunication vendors to ensure service level agreements and deliverables are met. Directs or may act as project leader for the technical negotiations of all telecommunications equipment, services, and supplies contracts. Directs or may act as liaison with telecommunications vendors and service providers. Leads the continual improvement that delivers outstanding value to our customers by developing and maintaining a department long-term budget that aligns with the District's initiatives while ensuring the continual sustainability of telecommunication network; clearly and proactively communication the impact of financial decisions with the rest of the district; performing cost benefit analysis on large scale projects involving multiple district departments; and optimizing the usage of existing and future District assets, and similar responsibilities.

Accountability #6

Deliver exceptional value to our customers through continual improvement and innovation to improve reliability by working with Information Technology Services to discuss and actively manage short and long-range planning, policy development for managing complex issues, resource management, standard development practices, architecture, disaster recovery, research and development, quality assurance, and the budgeting/capital equipment process. Implements and manages the engineering design, installation, system initialization, testing and performance of all telecommunications equipment installed by the District or outside contracts. Ensures positive and mutually beneficial relationship with existing and future vendors for the benefit of the District and it's rate payers by acting as or assigning the department's single point of contact; establishing service level expectations and holding vendors accountable to those expectations; conducting business in a professional, respectful, and fair manor; negotiating contract change and scope of work; and Being accountable for all agreed upon district obligations (including accurate billing of services provided and timely payment of invoices), and similar responsibilities.

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Engineering, Computer Science, or related field, AND
Two (2) years of experience in telecommunications or a related electric utility field;

OR

Six (6) years of experience in telecommunications or a related electric utility.

Preferred Education and Experience:

Masters Degree in a recognized engineering discipline or business administration.

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Washington State Driver License

Preferred License(s) and/or Certification(s):

Professional Engineer's License (PE)

Qualifications – Skills and Abilities**Minimum Required Skills and Abilities:**

Advanced electronic theory and troubleshooting procedures.

Time Division Multiple Access (TDMA), Code Division Multiple Access (CDMA), Pulse Code Modulation (PCM), and a variety of modulation/time domain technology.

Operation of electronics test and diagnostic equipment.

FCC rules and regulations on land mobile radio and microwave systems.

Installation, operation, maintenance, and repair of all types of communications and electronic equipment, especially RF mobile and Digital transport equipment.

Telecommunications network management systems.

Packet-switched (IP) network implementation and protocols (including VPNs, MPLS, MPLS-TP, Carrier Ethernet).

Safety and technical practices.

Records and record keeping procedures.

Mobile, portable and base station radios, microwave and multiplex terminals and emergency power systems.

Communications programs for remote diagnostic use and computer programs for technical solutions.

Computer and peripheral hardware and their interfaces.

Engineering principles and computer programming and scripting languages appropriate to various types of platforms and applications.

Engineering economics

RF systems specifically UHF, VHF, 800/900 MHz trunked communications system.

Digital microwave.

Antenna Design.

SONET based network design and layout.

Multiple communications protocols, ICCP, DNP3, TCP/IP, IEEE 802.1, etc.

Digital LAN/WAN design.

Equipment and site layouts.

Fiber Optics and telecommunications cable plant.

NIRC/CIP Washington WAC 296-32 and all other applicable safety standards

Supervise, coach and assist staff in development of management/leadership skills

Build and manage effective teams and facilitate alignment with District goals and objectives

Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers
Interpret and apply District directives, policies and procedures Use independent and discretionary judgment
Effectively coordinate a variety of activities.
Manage confidential information.
Manage and supervise complex functions, programs, projects and department budgets.
Analyze, critique, and evaluate network problems and solutions
Resolve issues using collaborative, team techniques.
Negotiate and facilitate change in the organization.

Preferred Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability
Aligning Performance for Success
Building Customer Relationships
Building Talent
Coaching
Communication
Continuous Improvement
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Empowering Decision Making
Execution
Guiding Team Success
Initiating Action

Inspiring Others
 Leveraging Feedback
 Positive Approach
 Professional Knowledge and Aptitude
 Selecting Talent
 Stress Tolerance
 Technology Savvy

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Occasional (11-33%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Never
Use close vision	Frequent (34-66%)
Use distance vision	Frequent (34-66%)
Use color vision	Frequent (34-66%)
Use peripheral depth perception	Frequent (34-66%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Frequent (34-66%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Frequent (34-66%)
Write communications for clarity and understanding	Frequent (34-66%)
Speak with clarity with others	Frequent (34-66%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)
Reasoning	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Occasional (11-33%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List

Frequency

Exposure to weather	Occasional (11-33%)
Wet and/or humidity	Occasional (11-33%)
Atmospheric conditions	Occasional (11-33%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

The manager of the telecommunications group does crew visits and will be exposed to all kinds of weather during the

Risk Conditions List

Frequency

Exposure to Heights	Never
Exposure to Electricity	Occasional (11-33%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Seldom (1-10%)
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Seldom (1-10%)
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
 No

On-call activities and frequency.

The telecommunications department as an on-call engineer during declared storms. Their primary function during this time is to assess damage as it is discovered, provided initial engineering support, and

recruit necessary additional resources both internal and external to the department to repair the damage. Engineers may also be called outside of storms in the event of a network failure. The on-call duty is shared among all in the engineering department. There is not a formal schedule Regularly - more than 12 times a year

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.