

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505560
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/MARCS	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006371 JOB CODE TITLE Program Administrator 3 JOB CODE 63124 <i>apd 3/16/12 p8m</i>	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Operations Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	45	Manages overall activities of Multi-Agency Radio Communication System (MARCS) Program Office including policy concepts, design, development, implementation & monitoring; serves as specific point of contact for all suppliers of goods & services for MARCS including consultants & contractors; participates in long-range planning for statewide voice & data network resources & programs; serves as primary liaison for program to all Office of Information Technology (OIT) support sections; acts for administrator regarding strategic MARCS related issues during absences; provides high-level expertise on current & future MARCS services, both internal to Office of Information Technology (OIT) & to other high-ranking governmental officials; meets with officials as needed to resolve current issues & plan future initiatives; provides high-level review of existing & future initiatives to ensure strategic currency; meets with primary MARCS customers on an ongoing basis to ensure open communication & customer satisfaction.	Knowledge of (1) business management; (2) policy development; (3) supervision; (4); (5) human relations; (6) agency policies & procedures*; (7) budgeting; (8) interpersonal communications techniques; Skill in (9) operation of personal computer & associated systems software (e.g., Microsoft Access*, Word, Excel, Power-point*, Project*, Publisher*, Visio*, Adobe Photoshop*); Ability to (10) define problems, collect data, establish facts & draw valid conclusions; (11) comprehend variety of technical materials & manuals; (12) communicate regarding technical & non-technical matters; (13) respond to system issues on 24X7 basis; (14) handle sensitive inquiries from & contacts with officials & general public; (15) resolve complaints from angry citizens & government officials; (16) comprehend & record figures accurately.	
			*developed after employment	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE

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JOB DESCRIPTION AND WORKER CHARACTERISTICS				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	30	Manages ongoing duties incumbent with 218 Geographically Dispersed Radio Tower Sites including leasing, purchasing, maintenance, repair & replacement: ensures ongoing compliance with all local, state & federal regulations (e.g., FAA & FCC compliance); serves as program contact, coordinator & controller of contracted services ensuring 24/7 optimized performance on towers; provides supervision & management of internal MARCS tower monitoring, maintenance & repair staff; serves as secondary point of contact to monitor & manage Program's required involvement with the FCC-mandated "Nextel Rebanding Initiative" to gain required compliance.	Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16	
	15	Manages section fiscal activities: works very closely with the Office of Information Technology (OIT) Business Office to develop monitor, & administer MARCS operating budget & implement ongoing capital improvement initiatives; reviews recalculates & establishes new service rates.	Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16	
	10	Serves as MARCS statewide Public Relations Manager: works closely with OIT public relations & legislative liaison personnel to ensure timely, complete & accurate dissemination of program facts to all levels of government (e.g., state, county, township, municipal); researches & responds to requests for information, public records requests, & other inquiries; actively pursues additional subscriber base from all levels of state, local & federal government; performs other related duties as required.	Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16	
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			DATE	

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 apd 3/16/12 psm