



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505

Classification Description

IT COMMUNICATIONS MANAGER - DHSEM

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
IT Communications Manager - DHSEM	X30795	75	85

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose of Position

The Communications Section Manager serves as the Department of Homeland Security and Emergency Management's (DHSEM) primary subject matter expert and point of contact for all voice communications. This position exists to provide mission-critical communications technical management and planning. The position will also plan for, train upon, and conduct routine and emergency communications operations.

Nature of Work

The Communications Section Manager exercises broad decision-making and implementation authority when planning for, deploying, and troubleshooting communications technology per complex, diverse, and advanced industry standards, State and Federal guidelines, and Department mission requirements. The Communications Section Manager must prioritize individual and unit activities and resources in analysis, configuration, security, disaster mitigation, and recovery scenarios involving the Department's communications infrastructure. The Communications Section Manager accepts full responsibility and accountability for all communications-related successes and failures in a high-dollar, high-impact technical setting.

Distinguishing Characteristics

Note: The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- First-line management, task prioritization, and work process control for subordinates, assigned contractors, and assigned COML and COMT staff during the planning, purchasing, configuration, deployment, training, maintenance, and upgrade of land-mobile radio (LMR), satellite, telephone (POTS), voice-over-IP (VoIP), cellular, and emerging Long Term Evolution (LTE) broadband communications technologies.
- Advanced program / project management, technical writing, research, analysis, contract management, grants management, program auditing, procurement, reporting, and compliance monitoring for the Department's communications operations and equipment.
- Advanced subject matter expertise, consulting, planning, and problem-solving for the Department's enterprise communications environment, including all of the above-mentioned technologies and their security, operational continuity, and disaster mitigation and recovery in daily and emergency operations.
- Plan, design, coordinate, document, implement, test and fine-tune communications systems for optimal survivability, disaster mitigation/recovery, and redundancy.

IT COMMUNICATIONS MANAGER - DHSEM

- Define system requirements by preparing conceptual and detailed specifications, writing project plans, developing integrated enterprise / cross-platform solutions, maintaining project and configuration documentation, and using various capacity planning analysis and design methodologies.
- Assist in the policy development, planning, budgeting, and purchasing processes by advising agency users, managers, and technical staff of future needs and requirements to maintain and improve the Department's enterprise communications systems.
- Exercise due diligence and thorough, industry-standard work practices and techniques while engaged in development, configuration, deployment, performance tuning / optimization, troubleshooting, upgrade, and maintenance for communications systems and equipment.
- Serve as Emergency Management team member in emergency response and recovery.

General Characteristics

Any one position may not include all General Characteristics listed nor is this inclusive of all General Characteristics possible for the DHSEM Communications Manager.

Scope and complexity of responsibility – Regulated; the assigned objective is defined by statute, grant, agency policy, etc. DHSEM Communications Manager has **moderate** latitude to change the scope, impact, or policy of the objective

Types of employees managed – DHSEM Communications Manager is assigned **moderate** staffing resources; supervisors, low-level managers, technical and professional staff.

Financial accountability – Objective managed has a **moderate** relative relationship to the mission of the total organization.

Strategic planning/decision challenge - Clearly defined procedures; deals with challenges requiring the search for solutions that are typically found through experience or research into solutions to similar problems. **Develops objectives and organizational plans for the effective delivery of services. Facilitates local advisory group(s). Provides input and influences the direction of groups in order to improve the delivery of good and services to citizens, customers, and clients.**

Manager Concept

The DHSEM Communications Manager administers resources, operational activities and supervises at least two staff to ensure delivery of products and services to the citizens, customers, clients, etc.

DHSEM Communications Manager works within parameters/guidelines established by higher levels of management. Operations managed are subject to periodic review for results. The organizational unit managed represents a **moderate** part of the department's total operations. The section managed is normally an organizational segment of a program or group of programs. Incumbents usually have **moderate knowledge of the section's work processes**, often serving as resource of information on the subject.

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.

Minimum Qualifications

A Bachelor's Degree in any field of study from an accredited college or university and five (5) years of professional level experience in Emergency Management Communications or Information Technology. Any combination of education from an accredited college or university and/or direct experience in Emergency Management Communications or Information Technology totaling nine (9) years may substitute for the required education and experience. A hiring agency will designate a portion of the required experience to include supervisory and/or specialized experience. Any required licensure, certification or registration shall be defined at the time of recruitment and will be in addition to the above requirements.

Statutory Requirements

If a Statutory Requirement is associated with the Communications Section Manager, it will apply.

Conditions of Employment

Working Conditions for the Communications Section Manager will vary based on DHSEM's *utilization, essential functions, and the recruitment needs* at the time a vacancy is posted.

Default FLSA Status

Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit

Not Represented

Developed: 04/29/2013

Revised:

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