

Job Title: TECHNICAL MANAGER III - TELECOMMUNICATIONS COORDINATOR - IPR#45480

Agency: Department of Transportation
Closing Date/Time: 01/27/2022
Salary: \$4,765 - \$8,295 Monthly
Job Type: Salaried Full Time
County: Sangamon
Number of Vacancies: 1
Plan/BU: NR916

Interested applicants must apply for this position on the Work for Illinois website, www.work.illinois.gov. Please direct any questions to the Agency Contact listed below.

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through SuccessFactors. Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Agency Mission Statement

The Illinois Department of Transportation is seeking to hire a Telecommunications Coordinator.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

Employees enjoy excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; tuition reimbursement; flexible schedules; and pre-tax benefit programs. The department also offers extensive training and career advancement opportunities.

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

Job Responsibilities

This position is responsible for organizing and maintaining voice, cellular, wireless, radio, pager, and data telecommunication networks and services for the department.

Cellular units maintained:	1,200+
Data circuits maintained:	900+
Land-based telephones maintained:	1,500+
Telecommunications annual budget monitored:	\$7.8 million

This position reports to the Information Technology (IT) Operations Chief. There are no subordinates reporting to this position.

This position operates in an environment characterized by increasingly complex telecommunication technologies in an ever-changing marketplace. The incumbent must keep abreast of the latest developments in the communications field in order to support the various telecommunication networks utilized by the department. It is the responsibility of this position to maintain expedient and economical communication services throughout the department.

Typical problems arise continuously for this position due to the ever-increasing departmental need for

effective telecommunication networks. The incumbent works closely with managers in the various department offices in order to accurately assess their needs and make recommendations on the most appropriate telecommunication technology. The incumbent's greatest challenge is to arrange for the expeditious resolution of any telecommunication issues that may arise. This includes advising users of any alternate procedures that can be used until a problem is resolved.

(Job Responsibilities continued)

This position personally assists managers throughout the department with coordinating, researching, and implementing telecommunication systems and services. The incumbent personally visits district offices to obtain information to determine the most economical and functional communication system based on office functions and needs. S/He confers with managerial staff prior to recommending telecommunication systems for new offices and/or provisioning telecommunication services for office relocations. The incumbent trains individuals and small groups in the use of more complex operations of the voice network and answers questions pertaining to new telecommunication systems. S/He reviews requests for the purchase of new equipment and telephone service (TSR) prior to submittal to the Department of Innovation and Technology (DoIT). The incumbent determines specific needs of various requests and orders specialized telecommunication equipment as necessary. S/He serves as a liaison between DoIT and vendor personnel for the purpose of securing telecommunication equipment or service installations and problem resolution. The incumbent maintains various databases regarding telephone installation and repairs. S/He issues and inventories assigned communication devices such as cellular phones, iPads, and MiFi's and tracks billing information for these devices and services through various collaborative information management tools provided by the department and DoIT. S/He also compiles and ensures upkeep and access to various phone directories of department personnel.

The incumbent accomplishes accountabilities under general supervision. This position is constrained by departmental policies and procedures as well as DoIT standards and policies for purchasing requests.

The incumbent maintains internal contact with managers throughout the department for the purpose of managing, configuring, installing, and repairing telecommunication networks and services. S/He also maintains contact with various departmental staff for the purpose of training individuals and groups. External contacts are maintained with DoIT and vendor personnel in order to coordinate installations, service, and purchasing. This position requires occasional statewide travel which may include overnight stays.

The effectiveness of this position is measured by the incumbent's ability to provide timely resolution of telecommunication problems and by his/her ability to coordinate smooth transitions for equipment and service installations and relocations.

Principal Accountabilities

1. Assists managers throughout the department with coordinating, researching, and implementing telecommunication systems and services.
2. Visits district offices to obtain information to determine the most economical and functional communication system based on office functions and needs.
3. Confers with managerial staff prior to recommending telecommunication systems for new offices and/or provisioning telecommunication services for office relocations.
4. Trains individuals and small groups in the use of more complex operations of the voice network and answers questions pertaining to new telecommunication systems.
5. Requests voice, data, and wireless telecommunication services and other equipment utilizing the DoIT Telecommunications Service Request (TSR) process.
6. Serves as a liaison between DoIT and vendor personnel for the purpose of securing telecommunication equipment or service installations and problem resolution.
7. Provides a high level of customer service to all offices in the department.
8. Maintains various databases regarding telephone installation and repairs.

9. Issues and inventories assigned communication devices such as cellular phones, iPads, and MiFi's and tracks billing information for these devices and services through various collaborative information management tools provided by the department and DoIT.
10. Compiles and ensures upkeep and access to various phone directories of departmental personnel by coordinating routine updates from all internal offices.
11. Resolves issues related to telecommunication service and equipment malfunctions.
12. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
13. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience:
 - Completion of a bachelor's degree majoring in telecommunications, or computer science, OR
 - Completion of two years of college plus two years of experience with managing and coordinating telecommunications systems for an organization, OR
 - Six years of experience with managing and coordinating telecommunications systems for an organization
- Occasional statewide travel which may include overnight stays
- Valid driver's license

Position Desirables

- Excellent organization and time management skills
- Excellent verbal and written communication skills
- Working knowledge of Android and Apple operating systems and platforms including Microsoft Windows, Apple iPhone Operating System (iOS) and Macintosh Operation System (Mac OS)
- Working knowledge of basic IT troubleshooting techniques
- Ability to prioritize and manage several ongoing projects
- Ability to manage multiple responsibilities
- Ability to work within tight deadlines
- Ability to adapt and change to the everchanging telecom landscape
- Ability to analyze and interpret data to inform decision making

Work Hours: 8:00 AM - 4:30 PM Monday-Friday

Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001

Office: Office of Finance and Administration/Bureau of Information Processing

Agency Contact: DOT.CO.BPM.EmploymentApplications@Illinois.gov

Job Function: Transportation

APPLICATION INSTRUCTIONS

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the work.Illinois.gov homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the work.Illinois.gov homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the career portal for State employees [KS(1)] and review the Internal Candidate Application Job Aid HERE [KS(2)]

Non-State employees: on work.Illinois.gov – click "Application Procedures" in the footer of every page of the website.