



Telecommunications Systems Manager 1 and 2 (Supervisor)

Exam Code: 0PB45

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Telecommunications Systems Manager 1 (Supervisor) – \$5,911.00 - \$7,768.00 per month.

Telecommunications Systems Manager 2 (Supervisor) – \$6,496.00 - \$8,476.00 per month.

View the [classification specification](#) for the Telecommunications Systems Manager 1 (Supervisor) and Telecommunications Systems Manager 2 (Supervisor) classification.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **six (6) months**.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the "Taking the Exam" section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814

Phone: (866) 844-8671

Email: CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

All levels:

Education: The following education is required when non-State experience is used to qualify at any level: Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

Telecommunications Systems Manager 1 (Supervisor)

Either 1

One year of experience in the California state service performing the duties of a Telecommunications Systems Analyst 2.

Or 2

Experience: Five years of analytical experience in planning, organizing and coordinating maintenance and upgrade activities for telecommunications equipment such as radio/microwave and/or wire service systems. (Experience in California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Telecommunications Systems Analyst 2.)

Telecommunications Systems Manager 2 (Supervisor)

Either 1

One year of experience in the California state service performing the duties of a Telecommunications Systems Manager 1 (Specialist) or Telecommunications Systems Manager 1 (Supervisor) or two years of experience as Telecommunications Systems Analyst 2.

Or 2

Experience: Broad and extensive (more than five years) experience in planning, organizing and coordinating maintenance and upgrade activities for telecommunications programs, such as radio/microwave and/or wire service systems. (Experience in California state service applied toward this requirement must include at least two years performing the duties of a class with a level of responsibility not less than that of Telecommunications Systems Analyst 2.)

POSITION DESCRIPTION

Telecommunications Systems Manager 1 (Supervisor)

This is the first supervisory or program management level in the series. Under general direction in a department having a statewide radio/microwave or landwire communications network of moderate size, incumbents are responsible for the entire program and act as the departmental representative on communication matters. Incumbents are responsible for the full range of functions required to maintain and upgrade the Department's telecommunications program. In the Department of General Services, incumbents, under general direction, are responsible for a specific area of the telecommunications program and supervise a small analytical and/or technical support staff, typically including three to five Telecommunications Systems Analysts or comparable level technical staff engaged in telecommunications system work.

Telecommunications Systems Manager 2 (Supervisor)

This is the full supervisory level of the series. Under general direction, in the Department of General Services, incumbents are responsible for a section of the telecommunications program; supervise a moderate size analytical and/or technical support staff, typically including six to ten Telecommunications Systems Analysts or comparable level technical staff engaged in telecommunications system work and provide consultation to management of both the Department of General Services and other departments.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Telecommunications Systems Manager 1 & 2 (Supervisor)

Knowledge of:

1. The theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
2. The design, uses, and functions of telecommunications equipment (e.g. radios, microwave, satellite, voice and data) in order to verify equipment and complete other work related tasks.
3. Transmission mediums, switching, and operation of telecommunications systems to complete work tasks.
4. Technical drawings (e.g., vault, floor plans, tower, equipment, topographical maps) to complete various work tasks.
5. Telecommunications organizations, standards, and government codes (e.g., National Telecommunications Industry Association, Association of Public Safety Communications Officials, National Emergency Number Association, Federal Communications Commission) regarding telecommunications systems to ensure compliance.
6. Federal Communications Commission rules and regulations regarding telecommunications systems to ensure compliance.
7. Equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.
8. Project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
9. The principles and methods of effective supervision (e.g., mentoring, directing, coaching) to ensure a safe, productive, and healthy work environment.

10. Basic statistical analyses (e.g., mean, frequency) and their applications to analyze numerical data and determine central tendencies.
11. Employment interviewing principles and techniques used to select/hire personnel.

Ability to:

1. Monitor telecommunications projects to ensure they remain within the budget and to ensure appropriate equipment and services were received in a timely manner.
2. Coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.
3. Act as a liaison between local agencies, contractors, utilities, consulting firms, federal and State staff, state management, and other entities for telecommunications related issues and/or projects via telephone, email, and meetings.
4. Read and comprehend technical manuals, schematics, site drawings, manufacturer's specifications, and troubleshooting guidelines used in the installation and repair of telecommunications equipment.
5. Consult with staff, clients, agencies, the public and private entities for telecommunications related issues and/or projects via telephone, email, and in person.
6. Evaluate and recommend departmental, agency, and client needs for various telecommunications and/or network services.
7. Review and edit documents (e.g., correspondence, reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
8. Instruct others on telecommunications systems laws, rules, and procedures.

Willingness to:

1. Travel throughout the State.

Telecommunications Systems Manager 2 Only

Knowledge of:

1. Bargaining unit agreements for all employees to ensure management and personnel are working in compliance with agreements.
2. Employee performance evaluations to ensure performance is critiqued, goals are outlined, and personnel are informed and to maintain acceptable standards.
3. The principles and methods of disciplinary actions (e.g., progressive discipline, informal, formal) to ensure appropriate corrective action is taken.

4. Data collection techniques to ensure the accurate collection of data for research and monitoring activities.
5. Project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.

Ability to:

1. Conduct presentations and trainings including the preparation of lesson plans and the evaluation of employee performance in order to develop and improve employee skills and abilities.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Telecommunications Systems Manager 1 & 2 (Supervisor)** classifications will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits will not be added to the final score of this examination.

EXAMINATION INFORMATION

[Preview Training and Experience Evaluation](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

Take the examination for the [Telecommunications Systems Manager 1 & 2 \(Supervisor\)](#) classification.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.