

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as Network Communications Site Supervisor at either Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (IAD) which includes the Dulles Toll Road (DTR) for the Network Operations Division (Division) of the Technology Operations Department in the Office of Technology (Office), Metropolitan Washington Airports Authority (Airports Authority). Provides day to day oversight, on-site presence, and attention to Airports Authority's Airport Communications Systems (ACS) infrastructure and serves as the point of contact for all network communications, including the Call Center, at assigned site. Oversees the operations of network communications equipment and services. Performs related functions.

--Through contractors or personally:

--Serves as the focal communication point/liaison between the Airports Authority managers, Airport departments, and tenants and the consultants/vendors that handle the Airports Authority network communications functions. Provides day-to-day network communications administration activities: monitors the work of contractors/consultants, e.g., responses to service calls, adds, moves, and changes of telephones and related equipment/infrastructure; supports system users and assesses their needs regarding new equipment and/or facilities; and acts as liaison for non-Airports Authority users and other parties regarding network communications services provided by the Airports Authority. May assist in problem determination and solution of customer service requests such as unscheduled network communication system outages, emergencies, and related situations. Performs related functions.

--Works closely with Supervisor and the Office's Program Support Department to ensure Airports Authority-wide advisory notifications regarding network communications are broadcast in a timely manner to the appropriate recipients in the cases of events, planned and scheduled maintenance, unplanned maintenance, and outages (i.e., system-related and service affecting incidents).

--Administers the daily operation of the ACS system including the NetPlus system's generation of work orders and trouble tickets for new and existing Airports Authority and tenant voice services. Oversees the network communications infrastructure which includes: voice services (e.g., alarms, SEB's, PASS agreement, CRASHNET, GAI-Tronics, CallPilot, PRI's, cable records, phones and equipment, and dispatch), data services (SONET, optical fiber cable, elevator phones, etc.), engineering services (plan review for CCP and COMIP projects, plan review for tenant projects, and extension of service (plain old telephone (POT), DSL, 4-wire, T1, DS3, and Ethernet)), construction services (Miss Utility oversight, cabling projects, and inspection of construction projects), and Public Service Communications Center services (VESTA, AACS, and INOVA). Functions as network communications liaison between ACS and new customers.

--Oversees the daily ACS network communications preventative maintenance activities. Ensures the CRASHNET and all network communications associated hardware and software are

operational thus ensuring continuous availability of network communications services for the Airports Authority and its customers. Reviews preventive maintenance reports and ensures preventative maintenance is performed and completed each month for CallPilot (voice mail), DS-1 to DS-3 connectivity, SONET (owned and leased), copper, and fiber optics. Inspects and certifies contractor performance. Oversees the support of the legacy NetPlus integrated communication management system and the Avaya, PBX infrastructure provided by members of the Division, Office, and/or contractors.

--Works with Departments within the Office of Engineering and the Engineering and Maintenance Departments at the Airports regarding construction activities involving new and existing network communications services/equipment including fiber cabling. Coordinates work with planners, engineers, vendors, consultants/contractors, and users. Work may involve support, design, and/or engineering services. Ensures adequate testing of all ACS and/or network communications installations/projects. Manages any delays or problems encountered on-site during a project. Provides technical support and knowledge of systems/layout, as necessary. May be required to analyze and prioritize projects.

--Participates in network communications project review meetings. Participates in the design and development of the next generation of network communications for the Airports Authority, voice over internet protocol (VOIP), including voice mail.

--Acts as the network communications subject matter expert (SME): reviews requests for proposals (RFPs) and solicitation documents, helps in the creation of technical evaluation factors and the evaluation of offerors bids, and approves invoices submitted by contractors for work performed. Updates Supervisor regularly on contractor work. Participates on Airports Authority ACS and non-ACS projects and committees, as requested. Performs related functions.

--Receives, reviews, and validates Traffic Studies performed by outside contractors. Ensures the Airports Authority's network communications enterprises deliver and maintain a P.01 grade of service. Recommends corrective action in areas that do not meet service level agreements or Office standards, as necessary. Follows up on initiated corrective actions.

--Keeps abreast of the network communications body of knowledge and associated technological advancements through formal and self-directed training. May provide or recommend training of contractor, technical staff.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), vendors/suppliers/contractors/tenants, and representatives of the Airports Authority's mutual aid public safety partners.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and research (includes Internet use to search out new products and technologies and keep up with technology); (b) enterprise system/software for

requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used in the Division or Office and by contractors.

--Operates a motor vehicle airside and landside, on and off airport complexes, to attend meetings, visit jobs sites, and perform related functions.

--*Performs other duties as assigned or as determined on own initiative.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Ten years of progressively responsible experience in network communications that includes substantive work in most of the DUTIES in this job description, including: (a) administration, e.g., responses to service calls and adds, moves, and changes of telephones and related equipment/infrastructure; (b) oversight of contractor performance; (c) scheduling and inspection of preventive maintenance; (d) handling of unscheduled system outages, emergencies and related situations; and (e) site management in a commercial/industrial, and/or large-scale environment.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to four years of these ten years of experience. For example a bachelor's degree in any field that demonstrates ability to successfully perform the DUTIES in this job description, such as those listed above may be substituted four years of these ten years of experience.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. A bachelor's degree in any field providing strong foundation for successful performance of the DUTIES in this job description.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired*

on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.

1. Comprehensive knowledge of network communications (services and projects) including the daily operation of a communication system. This includes the system's generation of work orders and trouble tickets for new and existing voice services and the supporting network communications infrastructure (voice services, data services, engineering services, and extension of service (POT, DSL, 4-wire, T1, DS3, and Ethernet), construction services including Miss Utility oversight, cabling projects, and inspection of construction projects to effectively manage the day-to-day activities of the network communications and supporting personnel.
2. Knowledge of preventative maintenance operations for NetPlus, Avaya PBX, CallPilot (voice mail), DS-1 to DS-3 connectivity, SONET (owned and leased), copper and fiber optics, altogether to provide recommendations on hardware and application software in support of network communications operations.
3. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems, identifying and analyzing relevant information and making balanced recommendations that may influence how a network communications project/installation is handled. Examples include prioritizing service calls, resolving issues regarding questionable invoices from vendors, and dealing with associated calculations and corrections.
4. Skill in written communication to understand written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand and, at times, be convinced or persuaded. Examples include preparing or reviewing written materials, including reports, routine correspondence and instructions, non-routine technical issues, one-time business justifications, etc.
5. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others such as managers and staff concerning their business plans and network communications needs. Examples include conducting project meetings in person, or by conference calls, with vendors or tenants, and dealing with Airports Authority employees and tenants regarding services.
6. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), develop reports, and perform research (using the Internet); (b) enterprise systems/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used in the Division or Office and by contractors.

RESPONSIBILITY Is responsible for performing a full range of strategic network communications oversight functions at assigned Airport providing services to both the Airports Authority and its network communications customers. The work directly and significantly impacts the ability of the Division/Office to provide continuous P.01 grade of service.

Reports to Manager, Network Operations (Supervisor). The incumbent independently performs regular and recurring work as a function of assigned responsibilities and network communications contracts. Incumbent keeps Supervisor informed of critical or sensitive issues. The Supervisor assigns special assignments with instructions indicating priorities and overall objectives. Incumbent meets regularly with and provides status reports to the Supervisor and, as necessary, the Manager Technology Operations (Manager). Items requiring management approval, such as contracts for services, are referred to Supervisor or Manager. Work is expected to be thorough, accurate, and in accordance with established policy, procedures, and contracts. Work is reviewed in terms of quality control, timeliness, team work, customer service, conformance with any special supervisory instructions, and other factors such as specific performance management goals and objectives.

Guidelines and references include the Airport Communication Systems (ACS) Design Manual, the Airport Communication System–Telephone Services User Guide, Airports Authority’s capital improvement programs for network communication services for the Aviation and Dulles Corridor Enterprises, and generally accepted principles of strategic business planning. Incumbent uses judgment and discretion in selecting, interpreting and applying existing guidelines and recommending new guidelines to ensure the network communications are effective, efficient, and agile.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying pieces of telephony equipment (up to 15 pounds), etc. Incumbent may sit for extended periods while performing desk work; moves about to visit installation job sites or to obtain or distribute work materials, meet with people, etc. Regularly uses a computer to review work, direct contractor efforts, develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Frequently exchanges information by telephone. Reviews contracts and regulations containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. May experience some job pressure from changing priorities, or handling interpersonal conflicts with customers, contractors, and/or vendors. May be exposed to some adverse weather conditions and dust/dirt when visiting network communications job sites. Follows general and special safety precautions and wears hard hat and other personal protective equipment when visiting job sites.

OTHER SIGNIFICANT JOB ASPECTS Must be able to work varied schedule of days and outside normal 8am-5pm business hours for scheduled and emergency maintenance and/or upgrades as well as standard, on-call rotation. Is subject to hold-over and recall for IT emergencies and may need to work nights and weekends depending on operational requirements and other factors.