Job Class Code: 1401	FLSA Status: EX-E
Pay Basis: Annual (Salaried)	EEO Category: 1

GENERAL DESCRIPTION

The purpose of the job classification (class) is to oversee, manage, and coordinate activities of the "Chesapeake Connects" network management team within the Department of Information Technology. This position serves as the business and operations manager for Chesapeake Connects, the City's next generation fiber and wireless network. This position will oversee the design and implementation of the physical and logical plant, manage system and business operations and budgets, provide leadership of operational staff and contractors, develop opportunities for monetization of assets and services, and engage with the connected entities to maintain acceptable service levels and good relations. The role will include shepherding the long-term vision of the fiber network, overseeing day to day operations, and creating and executing on a roadmap to value measured in a combination of successfully providing network access for the municipality as well as simultaneously driving and supporting demand aggregation and local economic development. The job class has staffing, supervision, training, and development, budgetary, and reporting responsibility as it relates to support, maintenance, and operations of the Chesapeake Connects network. The job class works within broad policy and organizational guidelines; independently plans and implements projects; and reports progress of major activities.

TYPICAL TASKS

- Works in co-operation with other municipal representatives, evangelizes and communicates with external constituency groups, including community, governmental, and private organizations on the benefits of local fiber connectivity.
- Represents, interfaces with, and engages current and potential fiber network users.
- Makes business decisions and clearly communicates requirements through business plans and roadmaps so they are understood.
- Provides City representation and liaison services for a variety of meetings with new and existing customer groups, advisory groups, boards, committees, and or/other related community groups as assigned.
- Identifies, drives, and/or supports business opportunities in line with the network's goal of supporting and expanding local economic development
- Leads the development of appropriate product offerings for the network based on long term value to the municipality and its constituents.
- Seeks out opportunities to promote and encourage equitable, affordable access to broadband services throughout Chesapeake, with focus in its rural underserved/unserved areas.
- Manages the planning, implementation, and commercialization of Chesapeake Connects; performs feasibility studies, total cost of ownership (TCO), and return on investment (ROI) Analysis and prepares Requests for Proposals (RFP).
- Researches, evaluates, and recommends the development and/or acquisition of technologies to address short- and long-term needs. Administers proposal request process and proposal evaluations; negotiates and monitors contracts.
- Negotiates with outside consultants and vendors; establishes delivery timetables, sets parameters of performance, and assesses quality of deliverables.
- Works with end users for feedback and iterates project as necessary.
- Oversees outside plant field operations; coordinate construction projects through in-house and contract labor for building, repairing, and maintaining fiber plant.
- Plans and designs new fiber routes; procure necessary easements and pole attachment agreements; resolve ROW issues; manage fiber swap and IRU agreements with adjacent municipal and other parties.
- Hires and retains competent, qualified staff, consultants, or contracts for area of responsibility.
- Manages staff and consulting resources in area of responsibility ensuring all goals, objectives and milestones are met.
- Prepares reports and correspondence to internal and external stakeholders and partners.
- Develops and implements best practice network security and customer privacy protection policies.
- Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, and disciplinary recommendations.
- Consults with internal and external stakeholders and staff to identify and resolve or mitigate operational and/or project issues; manages and implements practices and procedures to address issues and to maximize

operational efficiency.
- Prepares and manages capital and operations budgets; manages expenditures and overall cost controls.
- Sets and implements technical and operating performance standards and reporting that meet or exceed statutory and regulatory requirements and company/industry standards, including developing and managing specific internal and external Service Level Agreements (SLAs).
- Oversees procurement activities for all Chesapeake Connects communications hardware, software, and contractual services to include budget development, monitoring expenditures, coordinating vendor contracts, and reviewing and analyzing billing processes.
- Administers all maintenance, operations and commercialization contracts related to Chesapeake Connects.
- Develops and implements plans for new technology, system upgrades, and enhancements to existing systems with input or requirements from other City stakeholders.
- Reports progress of major activities through tracking metrics, execution of reporting requirements, and conducts regular meetings.
- Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities. Develops new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.
Interpersonal/People Involvement	Performs advanced professional level work in fiscal, sales, negotiation, legal, or management and formulates recommendations based on such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure. Supervises or leads others by assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.
Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements and logarithmic or geometric construction; may use algebraic solutions of equations and inequalities, descriptive statistics, or mathematical classifications or schemes. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.
Language Requirements	Reads journals, manuals, and professional publications; speaks formally and informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports and other written materials using proper language, punctuation, grammar, and style.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure
Decisions/Supervisory Control	Makes decisions as almost the entire focus of the job, affecting most segments of the organization and the general public; recommends or establishes goals and policies.

KNOWLEDGE, SKILLS, AND ABILITIES	
Knowledge	Knowledge of and experience with management (theory and practice). Knowledge of enterprise architecture. Knowledge of business re-engineering principles and processes. Knowledge of financial and budget analysis, models, and approaches. Knowledge of modern IT industry practices; including technical, economic, and competitive trends in the broadband industry. Working knowledge of fiber optic network design and construction principals, IP, dense wavelength-division multiplexing (DWDM), ethernet and multiprotocol label switching (MPLS) networks, routing protocols, traffic management practices, and network diagnostic processes. Working knowledge of wireless network design, construction, and maintenance through prior experience in

	network deployment projects, site acquisition or construction management responsibilities. Knowledge of LTE, CBRS, and LoRaWan backhaul systems principles. A thorough understanding of broadband marketing, sales, operations, and the product development lifecycle. Knowledge of community and customer engagement principles and practices. Knowledge of project management, policy development, and contract administration principles and practices.
Skills	Exceptional interpersonal skills, including teamwork, facilitation, and negotiation. Excellent written and verbal communication skills. Strong leadership skills. Excellent analytical, planning, and organizational skills. Procurement, contract management and vendor relationship skills.
Abilities	Ability to balance the long-term (or "big picture") and short–term implications of individual decisions. Ability to translate business needs into enterprise architecture requirements. Ability to understand deep technical issues. Ability to estimate the financial impact of enterprise architecture alternatives. Ability to apply multiple solutions to business problems. Ability to rapidly comprehend the functions and capabilities of new trends and technologies. Ability to understand and navigate the political climate of an enterprise. Ability to remain neutral toward technology, vendor, and product choices, with a focus on results rather than personal preferences.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in Computer Science, Electrical Engineering, Information Services, Public Administration, or a related field
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of eight years of related experience with complex projects, broadband system operations, network implementations, and managing budgets including 5 years progressively responsible leadership experience. Experience with sales, fiber optic backbone management, telecom industry and wireless overlay networks. Project Management, and/or Product Management experience preferred.
Special Certifications and Licenses	Requires a valid driver's license and driving record in compliance with City Driving Standards.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.\

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.

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