



# ASSISTANT COMMUNITY BROADBAND ANALYST

Class Code:  
1815

Bargaining Unit: Administrative Team Associates

CITY OF SANTA MONICA  
Established Date: Dec 3, 2015  
Revision Date: Dec 17, 2015

## **SALARY RANGE**

\$32.37 - \$39.96 Hourly  
\$1,294.85 - \$1,598.54 Weekly  
\$2,589.69 - \$3,197.08 Biweekly  
\$5,611.00 - \$6,927.00 Monthly  
\$67,332.00 - \$83,124.00 Annually

### **CLASS CONCEPT:**

**REPORTS TO:** Community Broadband Manager

**DEPARTMENT:** Information Systems

**DIVISION:** Community Broadband

**APPROVED:** Personnel Board 12/3/15

**JOB SUMMARY:** Assists with administrative, analytical and technical support to the Community Broadband Division within the Information Systems Department. Performs operational support to broadband customers, vendors, contractors, consultants and other stakeholders.

### **MAJOR DUTIES:**

Assists in maintaining the City's Broadband Program Customer Relationship Management (CRM) system, which includes financials, inventory control and GIS-based asset management systems. Maintains customer and vendor contracts in the CRM.

Assists with routine accounting activities for broadband operations, which include accounts payables customer accounts receivables, payroll-timekeeping, vendor procurement, invoice control, and audits. Complies and maintains asset depreciation schedules for network infrastructure and equipment.

Assists with development and implementation of marketing campaigns that promote broadband services and technologies, with responsibility for sales and revenue goals. Provides administrative support to community broadband events, customer outreach efforts and community meetings.

Assists with technical support of fiber optic cable fusion splicing, fiber terminations, and fiber testing for Fiber-to-the-Home network installations, and for network infrastructure emergency response.

Assists with network assets audits and Geospatial data collection utilizing GPS handhelds, receivers, and GIS software to import data, and establish data fields and features.

Reads digital and paper engineering drawings, schematics, and maps to determine asset location and relocations based upon planned construction.

Prepares and assembles customer contracts, exhibits, network diagrams, invoices and documents related to the business of provisioning community broadband services.

Assists with requests for proposals (RFP's), requests for bids (RFB's), and requests for quotes (RFQ's) related to procurement of network equipment based upon inventory levels, network construction and vendor services.

Assists in the coordination of educational technology programs for local high school students interested in obtaining local employment with technology firms, and digital literacy programs for adult residents. Promotes and facilitates development of next generation applications, technology prototypes, and startup websites by students during program with a measured approach to community benefits.

Generates financial reports on revenues and expenditures associated with division activities and services.

Performs other related duties, as assigned.

**MINIMUM QUALIFICATIONS:**  
**Knowledge, Ability and Skills:**

**Knowledge of:**

Principles and practices of Business Administration.  
Quantitative and management analysis techniques.  
Principles and techniques of project management.  
Accounting and financial recordkeeping systems.  
Budget preparation and administration.  
Public relations and marketing techniques.  
Report writing techniques.  
Telecommunication concepts and broadband service delivery models.  
Telecommunication infrastructure and construction methods.  
Fiber optic cable splicing procedures and techniques.  
Effective customer service techniques.

**Ability to:**

Prepare and maintain accurate financial records and reports.  
Comprehend and perform multi-year forecasting and financial planning work.  
Coordinate and monitor contract services.  
Assist with development and implementation of marketing campaigns.  
Conduct public outreach and promote community engagement in broadband technologies.  
Research, analyze and solve administrative problems.  
Complete fiber optic cable fusion splicing, testing, and diagnostics utilizing fusion splicing equipment.  
Read and comprehend digital and paper engineering drawings, schematics, and maps.  
Prioritize work and manage concurrent assignments.  
Work independently and exercise independent judgment.  
Communicate effectively, both orally and in writing.  
Create and maintain a positive and progressive work environment.  
Establish and maintain effective and cooperative working relationships with a variety of individuals, community groups, agencies, City employees and the general public.  
Provide effective customer service.

**Skill in:**

Using a personal computer and applicable software applications.  
Working effectively with persons from diverse social, cultural and economic backgrounds.

**Education, Training and Experience:**

Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration, Computer Science or a closely related field.

One year of recent, paid work experience marketing a technical product or technology services including the responsibility for meeting annual sales and/or revenue goals.

**License and Certificates:**

Possession of a valid Class C driver license.

**SUPPLEMENTAL INFORMATION:  
SUPERVISION RECEIVED:**

Works under the administrative supervision of the Community Broadband Manager, who outlines work, monitors work in progress, and periodically reviews completed work.

**SUPERVISION EXERCISED:**

Leads and coordinates the work of student interns on a periodic basis.

**WORKING CONDITIONS:**

Work is primarily performed within a busy office environment with frequent offsite visits to construction sites, excavation areas, building engineering and telecommunications rooms, and building roofs. Physical demands include walking, standing, bending and climbing ladders to access roofs and other temporary construction platforms. Attendance at public meetings at off-site locations is occasionally required. May be required to work evenings and weekends, as assigned.

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**OTHER REQUIREMENTS:**

**CLASS SPEC TITLE 6:**

**CLASS SPEC TITLE 7:**