



COMMUNITY BROADBAND ANALYST

Class Code:
1799

Bargaining Unit: Administrative Team Associates

CITY OF SANTA MONICA
Established Date: Jun 25, 2012
Revision Date: Dec 29, 2015

SALARY RANGE

\$35.92 - \$44.35 Hourly
\$2,874.00 - \$3,548.31 Biweekly
\$6,227.00 - \$7,688.00 Monthly
\$74,724.00 - \$92,256.00 Annually

CLASS CONCEPT:

REPORTS TO: Community Broadband Manager

DEPARTMENT: Information Systems

DIVISION: Community Broadband

APPROVED: Personnel Board 12/3/15 (rev.); 9/26/13 (rev); 8/23/12 (rev.); 6/28/12

JOB SUMMARY: Provides administrative and analytical support to the Community Broadband Division within the Information Systems Department. Performs business and accounting services to broadband customers, vendors, contractors, consultants and other stakeholders.

MAJOR DUTIES:

Maintains 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.

Performs routine accounting activities for broadband operations, which include accounts payables, customer accounts receivables, payroll-timekeeping, vendor procurement, invoice control, and audits.

Researches information, conducts quantitative and qualitative analyses and prepares reports. Analyzes global broadband data and program metrics and prepares summaries.

Organizes and coordinates broadband projects and activities with City staff and external customers, including local and regional fiber optic service providers, in support of the Community Broadband Division.

Coordinates and implements marketing campaigns that promote broadband services and technologies. Provides administrative support to community broadband events, customer outreach efforts and community meetings.

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

Maintains technical documentation related to the implementation, management and delivery of broadband services.

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

Develops requests for proposals (RFP's), requests for bids (RFB's), and requests for quotes (RFQ's) related to network construction and customer facility installation, conducts job walks for vendors and contractors.

Coordinates 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 programs with a measured approach to community benefits.

Identifies best practices for community broadband services and assists in developing solutions, standards, procedures and documentation for streamlining processes and operations.

Monitors, reviews and makes recommendations regarding revenues and expenditures associated with division activities and services.

Assists in the preparation of the Community Broadband Division's budget and project specific budgets, including the development of multi-year financial forecasts.

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.
Telecommunications concepts and broadband service delivery models.
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.
Develop, coordinate and implement 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. A Master's degree in Business or Public Administration, Computer Science, or a closely related field is desirable.

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

Licenses 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.

1799

OTHER REQUIREMENTS:

CLASS SPEC TITLE 6:

CLASS SPEC TITLE 7: