

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SUPERVISOR I -
Wireless

SALARY GROUP: B17

DEPARTMENT: Communications

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Joe Miles DATE: 11/13/2015

POSITION #: 046080

I. JOB SUMMARY

Performs routine administrative and supervisory program work. Work involves assisting in establishing program goals and objectives; assisting in developing program guidelines, policies, procedures, rules, and regulations; assisting in developing schedules, priorities, and standards for achieving goals; assisting in evaluating program activities; and supervising the work of others. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Assists in planning, implementing, coordinating, monitoring, and evaluating effective Communications programs to include cellular and wireless devices and coverage and connectivity for wireless devices; assists in conducting special investigations, program analyses, and research studies; and prepares and reviews reports on the effectiveness of program activities.
 - B. Assists in the development of program guidelines, policies, and procedures; monitors contract vendor performance; monitors compliance with agency policies, procedures, rules, and regulations, and state and federal laws; and assists in preparing justifications for procedural and policy changes.
 - C. Assists in the preparation of technical reports, studies, and specialized research projects; assists in the preparation of program budget requirements; oversees and maintains database integrity; and monitors device inventory and replacement schedules and participates in equipment expenditure projections.
 - D. Provides customer service to wireless device users; confers with wireless device users and program staff on program issues and problems; assists in the preparation of training and operational manuals and educational materials; and provides training and technical assistance in program services.
 - E. Supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Telecommunications, Public Administration, or a related field preferred. Each year of experience as described below in excess of the required four years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Four years full-time, wage-earning technical program support, administrative support, or telecommunications experience.
3. One year full-time, wage-earning experience in the supervision of employees.
4. Telecommunications experience preferred.

B. Knowledge and Skills

1. Knowledge of the principles, practices, and methods of program administration and management.
2. Knowledge of cellular and wireless equipment, terminology, and troubleshooting preferred.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to develop and evaluate administrative policies and procedures.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill to gather, assemble, correlate, and analyze facts and devise solutions to administrative telecommunication problems.

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9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to train and supervise others.
11. Skill in the operation of cellular and wireless equipment preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, cellular and wireless equipment, telecommunications test equipment, book binding machine, telephone, and automobile.