

Electronic Systems Manager

Location: New Castle, DE

Salary: \$71,074 to \$83,617 (Grade I)
(Commensurate with experience and skills)

Opening Date: March 1, 2019

Closing Date: March 15, 2019

I. POSITION SUMMARY

This position will assign, direct, and manage the daily activities of Electronic Systems Technicians, a highly skilled and specialized workforce, at all Authority locations. This position is responsible for project execution, management, daily personnel assignments, budgetary control and monitoring for assigned projects. The Electronic Systems Manager will support the Director of Technical Operations with departmental and system planning. In addition, this position is expected to manage Electronic Systems Technicians in the performance of system service and support activities, and in critical or emergency situations, may perform these activities directly. This position will work within general methods and procedures, exercises considerable, independent judgment to select the proper course of action, and is required to review the work to ensure conformance with established guidelines, methods, procedures, and policies. Personnel in this classification shall use and follow all appropriate, reasonable, and/or established safety requirements, procedures and precautions when assigning and/or performing all activities. In the absence of the Director of Technical Operations, the Electronic Systems Manager is required to act on his/her behalf. This position is subject to calls 24 hours, per day, to maintain continuous operations of critical electronic systems.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages and directs personnel, providing leadership, guidance, instruction, work allocation, training, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance. Acts as the subject matter expert for all assigned systems and resolves problems/issues encountered by employees during the course of the job assignments.
- Manages all financial aspects of projects through ongoing job forecasting.
- Develops a preventive maintenance program. Evaluates the cost of repairs and makes recommendations concerning contract repairs, service contracts and internal repair options.
- Reviews plans and specifications for new installations, upgrades and repairs for accuracy and completeness.
- Performs troubleshooting, or instruct others, to quickly diagnose and repair malfunctioning systems. Inspects work in process and upon completion to ensure efficiency, economy and safety of operations and for adherence to guidelines and standards. Provides any necessary feedback.
- Assists the Director of Technical Operations with the project and departmental

planning, coordination and scheduling; departmental administration and reporting; and the development and implementation of projects and programs to support in the accomplishment of established Authority and departmental goals

- Ensures readiness and compliance with regulatory matters related to Electronics and Authority facilities
- Assists in maintaining inventory, records, and preventative maintenance activities
- In coordination with the Director of Technical Operations is responsible for the preparation and execution of the Electronic Systems operating budget relating to assigned systems and personnel.
- Evaluates and approves equipment for purchase, determines equipment specification and ensures parts, equipment and materials are available for use. Identifies and limits purchasing of materials required by Electronics within established Authority guidelines
- Identifies required training (mandatory and technical) for assigned Electronics employees and ensures compliance with established policies, procedures, and regulations
- Provides direct and indirect technical assistance, service, and support to Electronic Systems Technicians and internal and external customers
- Completes employee performance evaluations for assigned personnel
- Provide highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of digital and analog theory and operations
- Thorough knowledge of fault isolation and correction techniques
- Thorough knowledge of electronic troubleshooting safety procedures
- Strong analytical and logical problem solving skills
- Knowledge of and the ability to use Microsoft Office Products® specifically Word, Visio, Excel, MS Projects, and Outlook
- Ability to manage, develop, motivate, and educate staff, by organizing, prioritizing, and scheduling work assignments in a complex operating environment with the ability to foster a team environment
- Strong verbal and written communications skills with the ability to explain highly technical concepts to a non-technical audience
- Ability to make independent decisions, as required, to complete assigned tasks
- Ability to establish and maintain effective working relationships with internal and external customers
- Ability to plan and coordinate service and support activities
- Ability to read, understand, follow, and enforce safety procedures
- Ability to maintain detailed and accurate records of daily work
- Ability to read, comprehend, and use schematics and building plans
- Ability to work from heights exceeding sixty (60) feet; work within limited, restricted and/or confined areas; and to climb vertical ladders exceeding fifty (50) feet in height
- Ability to climb stairs, consisting of at least ten (10) steps, more than twenty (20) times per scheduled work day
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

- Provide 24/7 support to Authority customers and dispatch when needed technicians for emergency support.

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business or a technical field from an accredited college, significant experience (5 years of commensurate technical experience) may be substituted for a degree
- Three (3) years' supervisory or senior technician (highest departmental technical level) experience in communications, general electronic, or a related technical field direct supervision of a unionized technical staff preferred
- Five (5) years' experience as a service technician in communications, general electronics, Information Technology or a related technical field.
- Knowledge of project management principles, theories, and concepts preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- A valid driver's license
- Valid FCC General Radiotelephone Operator's License or approved equivalent

VI. SPECIAL REQUIREMENTS

- Subject to drug test, background investigation, and pre-employment physical
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the Authority's facilities
- Applicants must be willing to attend technical schools, training and/or courses of instruction within the Delaware River and Bay Authority's facilities or at other designated training facilities
- Applicant must be willing to travel to all DRBA locations as required to perform assigned duties

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.