



# MONTGOMERY COUNTY EXECUTIVE REGULATION

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

<b>Subject</b>	Position Description for Chief Broadband Officer, Department of Technology Services	<b>Number</b>	6-19
<b>Originating Department</b>	Office of Human Resources	<b>Effective Date</b>	

Montgomery County Regulation on

## **POSITION DESCRIPTION – CHIEF BROADBAND OFFICER, DEPARTMENT OF TECHNOLOGY SERVICES**

Issued by: County Executive

Regulation No. 6-19

Authority: Montgomery County Code (2014) Section 1A-104(b)(2)

Supersedes: None

Council Review: Method (1) under Code Section 2A-15

Register Vol. 36 No. 2

Effective Date:

Comment Deadline: March 3, 2019

**Summary:** This regulation establishes the position description for Chief Broadband Officer, Department of Technology Services, a non-merit position.

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**Background:** Montgomery County Code § 1A-104(b)(2) requires that certain positions in the Executive Branch designated by law as non-merit must be supported by a position description established by executive regulation under method (1).

## **CHIEF BROADBAND OFFICER, DEPARTMENT OF TECHNOLOGY SERVICES**

### **DEFINITION OF CLASS:**

This appointed, non-merit, single-incumbent executive management job classification is in the Office of Broadband Programs in the Department of Technology Services. The incumbent performs as the County's Chief Broadband Officer (CBO) and reports to the Director, Department of Technology Services (DTS). The CBO is responsible to achieve the County Executive's priority objectives in digital equity, economic



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development, and workforce development through broadband technologies. The incumbent is responsible for planning and deploying broadband technologies that enhance the County's and its constituents' ability to leverage broadband and the Internet to conduct business.

## MAJOR DUTIES:

The incumbent is responsible for identifying, developing, resourcing and implementing broadband initiatives and programs that are critical to the delivery of the government's service to residents and businesses, and support business and workforce development and job creation in targeted priority economic sectors, enhance community engagement and Smart County initiatives, and position the County's digital infrastructure to be prepared to meet future demand in areas such as public safety, education, mobility, digital equity, and commerce. The incumbent will be responsible for the County's broadband initiatives, infrastructure, services, and related cable, video, television, and consumer services.

## EXAMPLES OF DUTIES: (Illustrative Only)

- Formulating a large-scale multi-sector, multi-year broadband program for the County.
- Assisting the CIO in the development and maintenance of appropriate organizational structures necessary for the County to meet emerging and future challenges and demands for broadband while maximizing the return on investment in existing broadband functions and assets to the County.
- Overseeing the following program areas: The County's fiber optic network, FiberNet, and the County government's network services, the Cable Office, and the ultraMontgomery program.
- Providing expertise and guidance in the leveraging of broadband technologies by developing a clear vision and producing a broadband and digital infrastructure master plan with measurable outcomes;
- Developing the business case and overseeing the development and implementation of budgets and fiscal forecasts;
- Identifying strategic public-private partnerships and capital investments;
- Identifying, competing for, and administering grants and matching funding sources;
- Negotiating agreements and managing vendors and franchisees;
- Developing and maintaining good relations with members of the County Legislative Branch and other key partners;
- Representing the County's interests in broadband matters at the Federal, State and County government;
- Developing, delivering and defending testimony in public hearings of the legislative or policy governing bodies (e.g., FCC, State Legislature, Congress).
- Identifying and implementing best practices for the management of existing and emerging wireless and wireline technologies.
- Resolving the County residents' cable and broadband complaints and addressing businesses' broadband connectivity issues; and supporting digital equity initiatives and technology training.



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- Working with and representing the County at telecommunications forums and association, e.g., National Association of Telecommunications Officers and Advisors (NATOA)
- Working with the Montgomery County Economic Development Corporation (MCEDC), Montgomery County Business Council (MCBC), the County's Interagency Technology Policy Coordinating Committee (ITPCC), the Information Technology Policy Advisory Committee (IPAC), the Metropolitan Washington Council of Governments (MWCOG), and others to further the County's broadband interests and objectives.

## MINIMUM QUALIFICATIONS:

**Education:** Graduation from an accredited college or university with a Master's Degree in telecommunications, computer science, engineering, business or related field or equivalent experience.

**Experience:** Seven (7) years of progressively responsible professional experience in enterprise-wide organizational management of broadband/telecommunication operations and services, four (4) years of which were in a supervisory or executive capacity.

**Licenses, Registrations, Certifications, or Special Requirements:** None

## KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of broadband technologies and architectures
- Demonstrated in-depth knowledge of business principles and practices required to manage high-speed broadband service to the business and residential premises; including but not limited to sales, operations, customer service, communications and process development.
- Knowledgeable about budgeting, general accounting and fiscal management practices; office procedures; and business operating systems.
- Thorough understanding of financial principles; be able to evaluate fiscal and financial information and achieve positive financial results.
- Must be knowledgeable about the appropriate methods and means of dealing with human behavior situations in a variety of business circumstances.
- Ability to plan, implement, and support large scale fiber networks; including but not limited to recommending policies, procedures, organizational structures, staffing, processes, and management reporting and controls.



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- Demonstrated ability to effectively work directly with the public, vendors, and county and other government personnel.
- Communicate effectively verbally and in writing with all organizational levels both in the utility and its subsidiaries and with outside contractors and vendors.
- Relies on extensive experience, sound judgment and demonstrates leadership to plan and accomplish goals.
- Proven ability to plan and organize work to meet deadlines, all with a high degree of accuracy with attention to detail. Must have strong analytical and critical thinking skills with demonstrated problem-solving abilities. A wide degree of creativity and flexibility is expected.
- Ability to communicate effectively, verbally and in writing, in a diverse range of audiences and settings; persuasion and negotiation of conflicts and problems; assessing operational, program, staffing, and fiscal needs; interpreting legal documents and government regulations, evaluating fiscal and financial reports, forms, and data; analyzing complex written documents; identifying and resolving administrative problems; working long and irregular hours, and under pressure conditions; delegating responsibility and achieving results through subordinates; and maintaining order in an environment of changing priorities.
- Requires understanding and the ability to interpret contracts, agreements, and administrative policies to properly apply provisions to supervising and directing the work of subordinates as appropriate, and to build and lead a team successfully. Must be able to resolve administrative problems and effectively delegate duties to achieve results.
- Understands the concept of providing quality services and agrees to maintain a continuing commitment to superior customer service.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

Approved:

Marc Elrich, County Executive

Date

APPROVED AS TO FORM AND LEGALITY

OFFICE OF THE COUNTY ATTORNEY

BY: Ed Miller

DATE: 1/11/19