

NETWORK MANAGER—TOLL/TANDEM ADMINISTRATION

Personnel assigned as Network Manager—Toll/Tandem Administration will generally be responsible for the overall administration and utilization of a specific portion of the toll/tandem switching network in either a metropolitan or outstate area. The manager is responsible for the satisfaction of customer usage demands and the maintenance of established objective service levels. Equipment types within the manager's responsibility may include 4A/4M card translator, 4A electronic translator (ETS) and peripheral bus computer (PBC) system or crossbar tandem machines. Additionally the incumbent may be responsible for administration of a limited number of electromechanical local machines, although dedication to toll/tandem administration is suggested where possible.

This position oversees activities of reporting supervisors and also plans, coordinates, controls and directs all administration activities related to toll and/or tandem offices and network configurations within the area of responsibility.

In addition to the managerial and supervisory activities of this position, the manager must apply technical expertise and provide experienced judgement in assisting in such areas as 4A ETS translations, real-time and summarized data analysis, service problem analysis and corrective action, trunking administration and routing problems, and transition administration.

The Network Manager—Toll/Tandem Administration is a key position in the organization because it is where all Toll Network Administration responsibilities are assumed and where management, not supervision, takes place. In such a capacity, the manager must protect toll service from the customer's viewpoint and must discharge the service provision and equipment utilization responsibilities completely and effectively.

DUTIES AND RESPONSIBILITIES	PERCENT OF TOTAL TIME
A. Equipment Utilization	20
B. Office Status Evaluation/Capacity Determination	15
C. Service Problem Analysis	25
D. Transition Management	10
E. Data Administration	10
F. Trunk Network Adequacy	10
G. Miscellaneous	10

Note: Any reference to the Bell System product names may be substituted by outside vendor names, if applicable. All recommendations should apply with minimal modification when utilizing other vendor products.

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement

JOB TITLE: NETWORK MANAGER—TOLL/TANDEM ADMINISTRATION

DEPARTMENT: NETWORK

SUPERVISOR: DISTRICT NETWORK MANAGER

This position is responsible for the overall administration and utilization of a specific portion of the toll/tandem switching network in either a metropolitan or outstate area. The Network Manager directs the efforts of subordinates in daily monitoring of machine load and service indicators, in analysis of machine capacities and balance and in protection of service during equipment additions and rearrangements.

The number of 4A, 4A ETS—PBC, and crossbar tandem machines in the incumbent's area of responsibility will vary depending on the complexity of the job in the area, or whether the job is in a metropolitan or outstate environment and the degree of mechanization in the data gathering process.

DUTIES AND RESPONSIBILITIES

20% A. Plans, directs and coordinates Toll/Tandem Administration activities related to the optimum loading, balancing, assignment and utilization of installed equipment.

- (1) Receives from network supervisors 4A machine load service summaries and/or crossbar tandem service reports. Interprets these for conformity to engineered capacities and negotiates with Network Design Engineer for solutions to identified problems.
- (2) Controls and coordinates with the Network Supervisors and Network Manager—Trunking to insure that the trunk network is adequate. Cooperates with the Network Manager—Trunking to overcome routine, design or engineering obstacles.
- (3) Coordinates resolution of trunk assignment and imbalance problems with the Trunk Administration Department. Reviews conformity to establish trunk assignment plan and suggests revisions where required.
- (4) Oversees and assists in the analysis of data to insure efficient equipment loading and balance. Coordinates with Network Manager—Design and Network Manager—Maintenance for correction of imbalance or inefficient equipment loading.
- (5) Receives indication of improper equipment operation that is affecting service results from Network Supervisors. Coordinates with Network Manager—Maintenance to correct improper operation detected from this analysis.
- (6) Reviews reports and summaries of toll network completion activities and suggests corrective measures to interdepartmental coordinates. Monitors corrective action plans and appraises results of action taken.
- (7) Oversees and directs the Network Supervisors in all activities related to equipment utilization. Negotiates to remove obstacles as required.

15% B. Plans, directs, and coordinates Toll/Tandem Network Administration activities to insure that adequate equipment is scheduled to be provided in the future.

- (1) Receives network design orders from Network Manager—Design and equipment orders from Equipment Engineering Manager. Reviews and distributes to Network Supervisors. Receives indications of unacceptable equipment and trunk arrangements from reporting supervisors and negotiates with coordinates in engineering to effect change of unacceptable arrangements.

- (2) Receives capacity determination data for toll/tandem switching and common control equipment from Tandem and/or 4A Network Supervisors. Reviews, studies, and approves final determination of capacities and limiting items. Cooperates and negotiates with Network Manager—Design in defining engineering characteristics and in determining the official office capacities.
- (3) Reviews recommendations from Network Supervisors for trunk augments and establishment of new groups, compares with trunk estimate and negotiates with Trunk Engineering and Trunk Forecasting to resolve disagreements.
- (4) Reviews and studies projections of capacities and scheduled growth jobs. Negotiates with Network Manager—Design and Engineering Manager—Plant Extension to establish relief schedule.
- (5) Receives notification of potential changes in office exhaust and/or capacity from network supervisors. Studies available data and negotiates required relief or changes in future plans with Network Manager—Design and/or Engineering Manager—Plant Extension.
- (6) Reviews load—service relationships and negotiates any resulting changes in capacity with Network Manager—Design.
- (7) Reviews and approves busy season in-service requirements and advises Maintenance Manager accordingly. Cooperates with manager in insuring that these requirements are met.

25% C. Directs and coordinates the identification, investigation and resolution of all service problems.

- (1) Reviews selected service problem indicators such as ineffective machine attempts (IMA), sender delay, and overflows. Advises Network Supervisors in establishing threshold values for “quick look” or exception reporting.
- (2) Oversees and coordinates the compilation and revisions of network data contained in the machine load and service summary (MLSS) or crossbar tandem load service report and other data (e.g., plant results, network analysis bureau reports, etc) to determine causes of sender delay, ineffective attempts or incoming matching loss problems.
- (3) Reviews and studies the detailed summaries of incoming trunk service observing failures to identify causes of overflow and/or equipment blockage problems.
- (4) Oversees the implementation of supplementary analysis techniques and the generation of a corrective action plan (for example, when vacant code announcement volumes or common equipment holding times suddenly increase). Follows progress of the corrective action plan and coordinates efforts to remove the problem.
- (5) Reviews trunk group reports for indications of trunk shortage or maintenance problems. Coordinates corrective action with the Network Manager—Trunking or the Network Manager—Maintenance.
- (6) Coordinates with Manager—Operator Services for solutions to blockage problems in TSP or TSPS operator offices linked to crossbar tandem or 4A toll machines.
- (7) Directs the implementation of toll network control plan to minimize service impact that could be caused by abnormal or peak day conditions (holidays, disasters, telethons, strikes, elections, etc). Coordinates plan with Network Management, Long Lines and other affected departmental groups.
- (8) Directs analysis of network completion problems and coordinates solutions interdepartmentally with appropriate follow up.

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10% D. Analyzes 4A toll or tandem equipment additions, replacements, and/or rearrangements. Evaluates the impact this activity will have on service, and directs the efficient utilization of new equipment and the protection of service during the transition. Participates in the preparation of the Method of Procedure agreement.

- (1) Cooperates and negotiates with Network Manager—Design, Engineering Manager—Plant Extension and Equipment Engineering Manager during preparation of the final network design order and growth job scheduling.
- (2) Receives service protection plans for Network Supervisors. Approves plans and presents information to the job contact committee.
- (3) Receives prepared cross-connections and/or translations. Reviews and coordinates distribution of these items to the appropriate groups.
- (4) Receives plan for making equipment and trunks available to the Western Electric Company (WECo). Approves plan and coordinates distribution to the Network Manager—Maintenance and the WECo Manager.
- (5) Directs preparation of load-related documents. Approves and coordinates distribution of these items.
- (6) Reviews MOP agreements proposed by WECo. Negotiates for required changes and then authorizes final agreement.
- (7) Oversees the efficient loading and balancing of newly installed equipment and trunks.
- (8) Reviews data gathered during transitions to identify any deterioration in service due to transitional activity. Directs coordination efforts of Network Supervisors with related departmental groups to effect a resolution of all service problems. Invokes contingency plans for restoral of equipment during heavy load conditions.
- (9) Cooperates with other members of the job contact committee in determining and scheduling joint interdepartmental tests. Authorizes changes in MOP agreements when these are required.
- (10) Directs overall Toll/Tandem Administration involvement on the job contact committee. Oversees rearrangements of equipment and trunks and the placement of new equipment into service.

10% E. Plans and controls all Toll/Tandem Administration activities related to data administration responsibilities (traffic measuring device administration, scheduling, collecting, processing and distribution of valid data). Oversees and directs the activities of the Network Supervisors in data administration.

- (1) Coordinates with the Network Manager—Staff and the Network Manager—Maintenance to insure that the established data collection, scheduling and processing procedures are being adhered to. Negotiates to remove any obstacles.
- (2) Reviews and approves all busy hours selected and approves the data collection schedule for all toll and/or tandem machines.
- (3) Receives requests for data from the Network Manager—Trunk Administration, the Division of Revenues Manager, the Marketing Manager, and the Business Services Manager or any other departmental representative with special data requirements. Administers overall data provisioning effort and distributes data as required.

- (4) Receives summaries of required toll and tandem engineering data from the Network Supervisors. Reviews and approves the data and authorizes distribution of the data to the Network Manager—Design.
- (5) Oversees, directs and controls the Network Supervisors in all activities related to collection and processing of data requirements. Negotiates to remove obstacles.
- (6) Controls trouble ticket administration. Negotiates with 4A or Crossbar Tandem Maintenance Manager for timely correction of measurement device problems or switching troubles as reflected by machine data.

10% F. Controls trunk administration activities of Network Toll—Tandem group and interfaces with coordinates in the trunk and maintenance organizations to resolve problems.

- (1) Reviews trunk group exception reports and makes recommendations to the Network Manager—Trunk Administration for additional trunks and/or routing changes.
- (2) Analyzes load—balance reports on trunk link frames. Coordinates requests for rearrangement relief.
- (3) Oversees identification of trunk equipment troubles and arranges for corrections with Maintenance Manager.

10% G. Miscellaneous

- (1) Receives, reviews and approves all toll and tandem administration related reports. Coordinates distribution of these reports.
- (2) Receives, reviews and distributes to Network Supervisors any related reports, documents or orders (e.g., crossbar tandem or 4A maintenance reports, equipment orders, trunk forecasts, etc.)
- (3) Represents the Toll/Tandem Administration Organization in any meeting or departmental contacts related to toll/tandem administration activities. Maintains positive interdepartmental working relationships.
- (4) Administers personnel-related activities for subordinates (Company policy and objectives, subordinates' performance, evaluations, salary administration, training, safety, absences, etc). Oversees the personnel administration activities of reporting supervisors.
- (5) Develops procedures to insure adequate work force, adequate training, organizational efficiency, and management development.
- (6) Advises and recommends courses of action to the District Manager relating to any toll/tandem administration activities or problems in the offices administered.
- (7) Maintains positive relations with the vocational representative groups.
- (8) Coordinates solutions to mutual network problems with counterparts in Long Lines and various independent telephone companies.

SCOPE AND NATURE OF SUPERVISION

- (1) This position reports to the District Network Manager along with two to four other Network Managers. The other Network Managers could be dedicated to local administration functions or could be strictly Maintenance Managers (this will vary in different organizations). Immediate supervisor is apprised of Toll/Tandem Administration results and activities and is available for consultation and

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guidance. Supervisor makes visits at least weekly to review progress and results but is not normally contacted regarding day-to-day activities.

(2) The incumbent has between two to four Network Supervisors.

(3) Guides for this position include detailed instructions for some of the administration activities and fairly general guidelines for the remainder of the managerial activities (DFMPs, Network Management Handbook, TFPs, 4A-ETS Translation Guides, BSPs, system course material, Company policy, union contracts and local precedent).