Manager, Telecommunications

FLSA Status: Exempt
Pay Grade: 24
Job Title ID: 19301
Job Series/Job Family: Information Technology Series / Telecommunications Family

Reports To

Director, ACCNet Services

Job Purpose

To manage the day-to-day operations of the Local and Metropolitan Area Voice/Data Networking infrastructure, including server equipment in all College Call Centers; oversee operations of telecommunications equipment and call center technologies within ACC.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Designs, implements, and manages digital and analog telecommunications equipment and services.
2. Evaluates and recommends new products and systems to improve network and telecommunications reliability, throughput, and productivity.
3. Plans, orders, coordinates, and provides support to the network control area for the installation of new telephone systems for campus office locations.
4. Provides support and resolution for telecommunications issues escalated by the Help Desk.
5. Installs and maintains Nortel and Cisco communications equipment and servers.
6. Assists the ACCNet Director in planning, coordinating, and implementing new telecommunications projects; provides assistance with developing strategies, goals, and action plans for the department.
7. Performs analysis of local and long distance networks to ensure network optimization and cost savings.
8. Audits and manages telecommunications invoices and works with telecommunications vendors in relation to resolving billing disputes.
9. Coordinates and maintains service contracts and maintenance agreements for PBX, voicemail, and key telephone systems.
10. Recommends changes to processes, policies, and metrics to facilitate the improvement of department performance.
11. Supervises, hires, trains, and evaluates telecommunications staff; ensures seamless execution of departmental policies, procedures and customer satisfaction.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Digital transmission, hierarchy, and media.
- Telecommunications equipment and call center technologies.
- Network and telecommunications design and implementation.
- Telecommunications standards and protocols.
- Telecommunications service contracts and maintenance agreements.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Effectively supervising, leading, and delegating tasks and authority.
- Effectively translating and applying advanced technical documentation and principles.
- Improving telecommunications reliability, throughput, and productivity.
- Analyzing and resolving communications and cabling problems.
- Planning and coordinating the installation of new telephone systems.
- Maintaining an established work schedule and providing on-call assistance, including nights, weekends, and holidays.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Overseeing the operations and activities of a telecommunications and networking infrastructure.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications as well as query and control languages, server administration, system administration, database management systems, network administration including video and wireless networks, and administration of telecommunications hardware and services.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience

Required

- Three years telecommunications experience, including one year supervisory work experience as well as systems administration (i.e. intra-switch networking, voice processing, voice mail messaging, and switch database management with an emphasis on distributed switch networks).

Education

Required

- Associate's degree or two-year technical certificate in related field.

Licenses/Certifications

Required

- Valid Texas driver's license.

Other

Required

- Northern Telecom Meridian 1 PBX communications systems, ATM, ISDN, Ethenet, Sub-rate through OC circuits, DS-1 channel banks, carrier interfaces, and fiber MUX.

Preferred

- Nortel Certificates (1) Adds, Moves and Changes; (2) Meridian 1 Options 21-81 Database for technicians.

Certification in Cisco Call Manager and Unity Servers.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.