

Class Code:.....0641-2012
Position #: (PSA). (E)107850
Developed by:.....DP
Reviewed by:.....SG
Approved by:.....LK
Date:.....10/96;1/01;2/12

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, Telecommunications
DIVISION: Academic Affairs
REPORTS TO: Associate Director, Media & Technology Services or Director,
Media & Technology Services
GRADE: 15
SUPERVISES: Networking & Telecommunications Services staff

BASIC FUNCTION:

Responsible for cost effectively managing the evolution of communication services at URI and overseeing the daily operations that ultimately deliver these services to the University community. Identify, develop and maintain a portfolio of value adding services for voice, data and video communications and research new communications technologies as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Identify market opportunities and develop implementation programs to expand and improve voice, data, video and emerging communications services for the University community and affiliated organizations, including services to the University residence halls.

Develop, initiate, and monitor implementation plans for telecommunications products and services including business/marketing plans and support systems.

Develop budgets, funding strategies and service rates for communications products and service, and oversee the associated billing process.

Establish policies and procedures to ensure a responsive customer service oriented operation, including service standards and methods to monitor performance.

Establish and maintain lines of communication with University community to promote service offerings, collect customer feedback, disseminate product instructions, training schedules and materials, etc.

Develop a knowledgeable and customer service-oriented staff. Manage technicians and other technical support staff in the installation, maintenance and testing of equipment and services related to Telecommunications support.

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Evaluate product/service life cycle for utility and cost effectiveness; recommend enhancements, modifications, or rate adjustments.

Conduct market research regarding customer product/service needs and satisfaction.

Coordinate communications support and services with other technology offices on campus, and participate in University and state strategic technology planning activities and projects.

Maintain relationships with communications technology vendors, as well as an awareness of telecommunications laws, rules, regulations and industry trends as they relate to State & University purchasing policies, practices and contracts.

Manage computer and related technology software systems, improve the department's services, billing, scheduling, inventory and help desk processes.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers and word processing; financial and Microsoft office systems. This position requires 24-hour call back in cases of emergency and supervisory presence, when required, on all shifts.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; 5 - 7 years of progressively responsible administrative experience in telecommunications support services in higher education or comparable environment; a demonstrated working knowledge of telecommunications practices and trends (data, voice and video); demonstrated ability to understand complex technical systems and issues; a demonstrated strong customer service orientation; demonstrated strong communication skills, both oral and written; demonstrated experience with voice communications systems; must be proficient in the use of financial and Microsoft Office systems; strong entrepreneurial skills, with the ability to work independently.

PREFERRED: An advanced degree in business or a related technical discipline; demonstrated experience managing large-scale projects; demonstrated experience managing day-to-day technical service; demonstrated experience developing and implementing successful business and/or marketing plans with supporting rate models; demonstrated strong understanding of SIP based communication systems; demonstrated experience managing VoIP and/or enterprise class IP Video systems.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.