

Class Code:.MGRNETSFACIL  
Position#:(PSA).....  
Developed by:.....SG  
Reviewed by:.....  
Approved by:.....LK  
Date:.....04\01

UNIVERSITY OF RHODE ISLAND  
Position Description

**TITLE:** Manager, NETS Facilities and Telecommunications Operations  
**DIVISION:** Academic Affairs (Networking & Telecommunications)  
**REPORTS TO:** Director, Networking & Telecommunications (NETS)  
**GRADE:** 15  
**SUPERVISES:** Network technicians and related network operations support staff and students

**BASIC FUNCTION:**

Manage the installation and support of the University of Rhode Island's voice, video and cable plant and telecommunications operations and facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Plan and manage the installation of the University-wide voice, video and data communications cable plant and related equipment and facilities.

Plan and manage support services for University telecommunications' facilities and operations.

Serve as a member of a management team involved in the formulation of University network services, strategic and tactical plans, budgets, service rates and levels, and facilities' requirements.

Recruit, evaluate, train and supervise a strong University network facilities' support staff.

Establish problem response and escalation procedures for staff and service vendors.

Participate in University and state strategic communications technology planning activities and projects.

Participate in network planning, design, specification, evaluation, etc.

Provide sound and secure facilities to house the University's communications support personnel, equipment and supplies.

Manage the implementation of computer systems and related technology to automate and improve support processes.

Coordinate network expansion, maintenance and customer support functions with other NETS, OIS, URI and state units.

Develop RFPs and evaluate proposals related to the University's network facilities and operations.

Develop and maintain standards, policies, documentation and procedures to insure a secure, reliable, and service-oriented operation, and develop and test disaster recovery and other contingency plans.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform additional duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Must be proficient in the use of telecommunications systems and office systems, such as word processing, spreadsheets, etc.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions, although it will, at times, require work to be performed in bucket trucks, manholes, antenna locations and under other possibly adverse conditions. This position requires 24-hour call-back in cases of emergency and supervisory presence, when required, on all shifts.

**QUALIFICATIONS:**

College degree and at least 5 years of progressive responsibility in installing and/or supporting large-scale integrated communications cable plant and related network required; or a RI Telecommunications Systems' License, with at least 7 years of progressive responsibility in installing, and/or supporting large-scale integrated communications cable plant and related network required. The following are also required: at least 2 years' supervisory experience; demonstrated knowledge of current voice, video and data technology, standards, and operations; and strong interpersonal communications skills. Must be available for 24-hour call-back in cases of emergency. PREFERRED: experience providing telecommunications services in higher education, and managing multi-million dollar network infrastructure projects; industry-related certifications and licensing.

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