

Job Code:.....100665  
Position#: (NUNC) (E)  
Developed by:... DSP  
Reviewed by:...DP, LK  
Approved by:.....LK  
Date:..... 05/18

UNIVERSITY OF RHODE ISLAND

Position Description

**TITLE:** Associate Director, MTS/Networking  
**DIVISION:** Academic Affairs (Information Technology Services)  
**REPORTS TO:** Director, IT Infrastructure Services  
**GRADE:** 16  
**SUPERVISES:** Professional and technical support staff and students

**BASIC FUNCTION:**

Direct all activities related to network management, including planning, installation, expansion, monitoring and ongoing operations. Oversee large network infrastructure (i.e., University's IP network, low voltage networks such as classroom technology media networks and cabling systems, closed circuit TV {CCTV}, coax-based video networks) projects which may originate from within MTS or from other URI departments, such as Capital Projects and Campus Planning and Design. Prioritize the utilization of resources to balance projects and daily operations to deliver 24x7 uptime; Maintain network/system management tools to proactively manage the network and related services, as well as to visually communicate network/system status to the Service Desk and other IT operations centers. Promote a culture of continuous improvement of operational efficiency and customer satisfaction, and work in conjunction with other departments to improve ITS customer satisfaction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Direct daily activities of network operations and services.

Work closely with Capital Projects, Campus Planning, Parking Services, Public Safety, and other departments to deliver services and infrastructure in conjunction with University projects, in order to efficiently maximize service delivery capabilities and infrastructure placement.

Hire and develop a knowledgeable and customer service-oriented employee and student staff.

Develop technical specifications for network infrastructure and ensure that specifications are followed by any contractors providing network related materials or services.

Evaluate and select tools to facilitate serving customer base and improving operational effectiveness the department.

**OTHER DUTIES AND RESPONSIBILITIES:**

Provide technical support during critical periods, such as fall semester and winter break move-in, and when required for critical University business activities.

Develop, monitor and log performance metrics related to the University's IP network and the Network Department's performance.

Perform related duties and responsibilities as assigned.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, including software applications such as spreadsheets, word processors, presentation software, etc.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Minimum of five years of progressively responsible experience managing IP network infrastructure projects; Minimum of five years of progressively responsible hands-on technical experience working with network layers 1-7 of network infrastructure; Demonstrated experience working with network contractors to deliver large scale network infrastructure projects; Minimum of three years' experience managing network operations in a complex environment similar to that of a large university; Demonstrated experience writing RFPs (Request for Proposal) and bid specifications; Demonstrated strong interpersonal and verbal communications skills; Demonstrated proficiency in written communications skills; Demonstrated ability to communicate technical information to non-technical populations; Demonstrated leadership skills; Demonstrated supervisory experience (including, technical staff and contractors); Demonstrated hands-on experience with network management systems; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Demonstrated experience working with administrative departments in state government; Demonstrated experience with implementing and managing a variety of cable systems and network technologies (i.e. traditional telco, CCTV, CATV, WiFi, etc.); Project Management certifications; and, Demonstrated experience with SolarWinds, Cisco, Aruba.

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