Job Title: Telecommunications Manager

Department: Information Technology

Supervisor or Manager: Director of Information Technology

Date Created: 3/5/06  Last Revised: 3/5/06  FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- Telecommunications and cable TV operation is available and reliable for end users
- Accuracy and integrity of the College’s telecommunications inventory, licensing and contracts is timely and accurate
- New projects are prioritized, developed and/or implemented as needed
- Oversight is provided for the work activities of team members, setting and meeting increasing service level and customer service goals
- Budget needs are planned and projected
- Projects are completed on time and stay within budget
- End user needs are proactively anticipated
- Team and departmental planning sessions occur regularly with full participation
- Regular, timely performance planning and evaluation for direct reports is evaluated
- Excellent customer support related to telephones, voice mail and cable TV is provided

Essential Duties and Responsibilities:
- Functions as the primary contact for work requests, and trouble reporting from the campus community and rectifies all telecommunications issues through to their resolution
- Handles customer requests for telephone/voice mailbox adds, moves and changes; support for the attendant console; cross wiring; jack repair and maintenance; assisting users with voice menu services; troubleshooting; monitoring the cable and telephone plants; coordinating with second level support as needed
- Uses vendor services for assistance when needed and ensures their work is completed to the College’s standards
- Coordinates closely with the Facilities department to determine wiring placement in new and existing buildings; runs cable where needed or contracts with outside providers for this service
- Provides input regarding future needs for telecommunications at the College, particularly in reference to new and emerging technologies that can enhance teaching and learning; considering implications to the enterprise
- Anticipates system upgrades and makes recommendations for future equipment and strategies
- Evaluates vendor proposals for telecommunications circuits, cable television programming and maintenance services for telephone and cable TV equipment
- Oversees the payment of telephone bills and resolves any discrepancies that may arise

Secondary Responsibilities:
- Utilizes student workers to support daily office activities, and delegates the responsibility of updating the campus cable bulletin board to the students

Positions Supervised:
- User Support Specialist -1
- Student workers- 2 to 4
- Various outside contractors depending on the nature of the project
Major Contacts:
• Interacts with practically every member of the campus community; faculty, staff, students and members of the general public that utilize the College’s facilities

Demonstrates Excellence:
• Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
• Understands the important role of the department as primary information technology provider on the SMC campus
• Demonstrates a sound understanding of academic and business processes/cycles that the department supports
• Displays an awareness of how the technologies deployed by the department affect those who use them
• Clearly understands the impact of change on customers and vendors/partners
• Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
• Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
• Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
• Remains open to continuous evaluation and improvement at all times
• Pays attention to detail, thinks quickly and manages the workload necessary to provide outstanding customer service
• Utilizes tools such as computers and test equipment efficiently, accomplishing tasks in the least amount of time, while maintaining a high degree of accuracy

Education and Work Experience:
• Associate’s degree in Electrical or Computer Science, or equivalent combination of education and experience

Analytic Skills:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills:
• Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

Computer/Technology Skills:

<table>
<thead>
<tr>
<th>Software</th>
<th>None</th>
<th>Working Knowledge</th>
<th>Intermediate</th>
<th>Highly Proficient</th>
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<tbody>
<tr>
<td>Microsoft Word</td>
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<tr>
<td>Microsoft Excel</td>
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<tr>
<td>Microsoft Publisher</td>
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<tr>
<td>Microsoft PowerPoint</td>
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<td><em>x</em> working knowledge</td>
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<tr>
<td>Microsoft Outlook</td>
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<tr>
<td>Adobe Photoshop</td>
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<tr>
<td>Adobe Acrobat</td>
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</tr>
<tr>
<td>Quark</td>
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<tr>
<td>Internet Research</td>
<td><em>x</em></td>
<td><em>x</em> working knowledge</td>
<td><em>intermediate</em></td>
<td><em>highly proficient</em></td>
</tr>
</tbody>
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Licenses, Certifications and Other Requirements:
• None required

Physical Demands:
Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Communication skills using the spoken word
• Vision sufficient to see within normal parameters
Physical Demands (continued):
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Telecommunications Manager, occasionally the employee is required to lift 26-50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours and as requested by management
- Oral and written communication skills sufficient to assist customers, work with vendors and consultants and accomplish assignments involving documentation of practices and procedures as well as maintenance and repair communications

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.