



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 08/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Telecommunications and Network Infrastructure

JOB SUMMARY

Performs managerial duties related to information technologies telecommunications systems and personnel. Responsibilities include implementing and maintaining systems, performing cost benefits analysis, optimizing and enhancing telecommunications facilities, and supporting system users' needs and priorities. This position has telecommunications billing and budgeting responsibilities. Work is performed under administrative supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Technology Infrastructure

Supervises: Telecommunication Engineers

ESSENTIAL DUTIES - May include, but not limited to the following:

- Assists in planning and implementation of technology initiatives.
- Evaluates communication problems and supports moves, adds and changes through their completion.
- Plans, designs, engineers, and constructs telecommunications systems (e.g. voice telephony, 2-way radio, MAS radio, microwave, fiber optic, Sonet, WAN network etc.).
- Analyzes telecommunications problems and needs (e.g. interference, intelligibility, clarity, etc.) to determine the most appropriate means of reducing, eliminating, and/or avoiding current and future problems and improve communications.
- Determines appropriate configurations of telecommunications hardware and software to ensure the desired performance of telecommunications equipment.
- Researches, gathers, and compiles relevant technical information to enhance, modify, and maintain assigned networks and telecommunications systems.

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- Evaluates new products and services from vendors to determine applicability to hardware, software, networks and telecommunications systems in use at GPE.
- Researches federal, state, and local laws, rules, regulations, ordinances, policies, and procedures to ensure compliance by GPE and its Business Units in the provision of telecommunications systems, and ensure systems are operated within the legal parameters.
- Develops long and short-term plans for updating equipment, adding capabilities, enhancing existing systems, and providing improved telecommunications across our Service Territory.
- Conducts engineering studies to determine performance levels in order to project future needs of system hardware and software.
- Provides consultative services to clients to assist with the definition of communications (e.g. data, telephony, radio, etc.) needs and equipment requirements.
- Coordinates and inspects the work of Department employees, vendors, service providers, contractors, subcontractors, and others to insure safety and compliance with recognized standards and specifications.
- Monitors assigned networks and telecommunications systems to ensure system reliability and to evaluate need for updates, upgrades, enhancements, preventive maintenance, and/or new systems.
- Required to work a flexible schedule, including nights, weekends and holidays.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Five years job related work in networking or telecommunications, education environment highly preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- The theories, principles, practices, methods, and techniques used in telecommunications and electronics engineering.
- Familiarity with outside construction techniques of aerial plant including copper and optical media in adherences to standards and practices established by the National Electrical Code (NEC).
- The design principles, applications, and physics of analog and digital equipment (e.g. circuits, oscilloscopes, controllers, amplifiers, cellular, land mobile and microwave radio, telephony and multiplexing systems, etc.).
- Troubleshooting techniques for electronic equipment and systems.
- Quality assurance concepts and procedures

Skills:

- Methods for cost estimation and risk analysis
- Prototyping procedures
- Requirements gathering
- Ordering telecommunications services and interfacing with the appropriate vendors.
- Installing Installs terminals, controllers, and test equipment.
- Maintain inventory for communications equipment and systems.
- Configuration modification, backup, restore
- Installation of copper and fiber cabling.
- Procedures for starting and stopping telecommunication services
- Conflict Resolution
- Financial Analysis
- Leadership
- Managing without Authority
- Mentoring
- Preparing and administering performance reviews
- Project management software tools (e.g., Microsoft Project)
- Risk analysis

Highly Preferred:

- Documentation systems and knowledge database
- A Specific development tool such as (e.g., Visual C++, Jbuilder, Xtreme programming, Rapid Application Development- RAD, RUP (Rational Unified Process))

- Test system utilization

Abilities:

- Complete complex technical projects, given detailed specifications.
- Work effectively under the supervision of others.
- Establish and maintain effective work relationships with students, faculty, staff, and the public.
- Communicate effectively orally, by phone, in person, and in writing.
- Represent the department and University in a friendly, courteous, and professional manner.
- Use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. Required to work a flexible schedule, including nights, weekends and holidays.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.