Job Title: Manager, Telecommunications

BCAT Code: 09GX16  Effective Date: April 1, 2007
Pay Grade: G18   FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Manages the voice network department and maintains the existing data network. Works with user groups to solve business and telecommunication problems, such as hardware, software, equipment and peripherals, with available technology.

Examples of Duties
- Monitors and assists in the management of the University telecommunication billing.
- Manages the day-to-day configuration of telecommunication switches, which includes the update of the voice network designs.
- Stays current on technical and architectural changes in telecommunication networking, application, and support systems.
- Ensures that supporting software elements, addresses, etc. are available for telephone integration.
- Monitors the performance of voice network elements and related customer application platforms for changing levels and patterns.
- Provides technical support and informational updates on voice network and customer applications.
- Obtains, maintains, and updates support systems for the telephone network and customer applications to allow proper performance measurements.
- Designs and monitors performance reports.
- Negotiates with vendors the best terms, conditions, and pricing for current and new equipment and/or services.
- Serves as lead worker.
- Coordinates work and task assignments.
- Assists in the management and monitoring of all vendor performed work on campus.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of voice networking technologies.
- Knowledge of voice switches, such as Nortel, Avaya, NEC, Siemon, voice mail systems, such as Meridian Mail, Cinphony, Centigram, etc.
- Knowledge of telecommunications infrastructure cabling.
- Knowledge of the Open System Interconnection (OSI) model and applications.
- Knowledge of word processing, spreadsheets, and database programs.
- Ability to lift up to 70 lbs.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor's degree and two years of supervisory/management experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.