



Job Specification

Job Title: Manager, Telecommunications
BCAT Code:315X BE
Pay Grade: G18

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Manages the voice network department and is responsible for assisting with maintenance of the existing data network. Works with user groups to solve business and telecommunication problems with available technology including advise, hardware, software, equipment and peripherals.

Examples of Duties

- Monitors and assists in the management of the university telecommunication billing.
- Manages the day to day configuration of the telecommunication switches, which includes the update of the voice network designs.
- Remains abreast of technical and architectural changes in telecommunication networking, application, and support systems.
- Ensures supporting software elements, addresses, etc. are available for telephony integration.
- Monitors the performance of the voice network elements and related customer applications 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 telephony network and customer applications to allow proper measurements of performance.
- Designs and monitors on performance reports.
- Negotiates with vendors for the best terms, conditions, and pricing for current and new equipment and/or services.
- Serves as a lead worker.
- Coordinates the assignment or performance of tasks by other peers and/or team members.
- Assists with 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 (SS7, Internet Protocol, Frame Relay).
- Knowledge of various voice switches (NORTEL, AVAYA, NEC, SIEMOND), voice mail systems (Meridian Mail, Cinphony, Centigram, etc.)
- Knowledge of telecommunications infrastructure cabling.
- Knowledge of the OSI model and applications working at each layer.
- Ability to communicate effectively verbally and in writing.
- Ability to lift items weighing up to 70 lbs.
- Proficiency with word, spreadsheets, and database programs.

Minimum GSU Hiring Standards

Bachelor's degree and two years of supervisory/management experience; or a combination of education and 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.