



Job Specification

Job Title: Operations Manager, Voice Networks
BCAT Code: 468X AA
Pay Grade: G21

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

General Description

Handles all aspects of the daily operations for voice networks. Directs activities of reporting managers. Manages the University telephone operators. Coordinates with vendors in providing communication services and equipment.

Examples of Duties

- Manages the daily voice operations systems and personnel.
- Develops rates and selection of service offerings.
- Process and verifies the University voice communications billing statement.
- Develops migration plans for new voice systems.
- Reviews specification and testing of billing systems interfaces.
- Corresponds with DOAS Telecom Account Manager and Installation Supervisor to assist with the University's voice networks.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of voice operations systems.
- Ability to communicate effectively verbally and in writing.
- Ability to work under pressure and handle stressful situations.
- Ability to supervise and direct the work of others.
- Proficiency with word, spreadsheets, and database programs.

Minimum GSU Hiring Standards

Bachelor's degree and two years of supervisory/managerial experience; or 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.