



**RHODE ISLAND COLLEGE
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 10/25/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Manager, Network and Telecommunications - Network Operations
Status: Full-time, continuing, 35-hour week
Grade: 15
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Director, Network and Telecommunications

PRIMARY PURPOSE:

Manage the operation and staff of the Network Operations unit; oversee the lifecycle management of the communication distribution infrastructures and related equipment.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Plan and manage the day-to-day operation of the Network Operations unit.
- Plan and manage installation, repair and maintenance of the communication distribution infrastructures and related equipment via established methods and work management and planning tools.
- Oversee and schedule the systematic replacement/upgrade cycles for the communication distribution infrastructures and related equipment based on institutional needs and technology developments. Provide written proposals for such replacement/upgrade cycles with the purpose of determining necessary resources (human and financial) and implementation timelines.
- Manage the recruitment, scheduling, training, supervision and evaluation of Network Operations unit staff and student assistants.
- Create, assign, and prioritize work orders for Network Operations staff for all tasks and projects in order to document progress.
- Monitor the progress and status of work orders assigned to the Network Operations unit staff in order to meet established milestones and deadlines within the Network and Telecommunications department and Information Services. Coordinate with other groups within Information Services to ensure that customer work order requests are addressed and/or forwarded to an appropriate staff member.
- Evaluate, analyze, and document customer requirements for information technology services and determine the options and implications for the communication distribution infrastructures and related equipment.
- Maintain an accurate and up-to-date inventory of all hardware, software and inside/outside wiring plants that are part of the communication distribution infrastructures.
- Maintain and configure (software) applications and tools for the management of the communication distribution infrastructures and related equipment. Utilize available applications and tools for data analysis and reporting.
- Develop specifications for the purpose of soliciting third party services and/or materials/equipment. Such specifications may need to be presented in, included, but not limited to Request for Quote (RFQ), Request for Information (RFI), and Request for Proposal (RFP).
- Supervise third parties performing work on behalf of Network and Telecommunications in the area of communication distribution infrastructures and related equipment to ensure that the work is performed according to the provided instructions and is documented in full.
- Participate in projects at a departmental, inter-departmental, and/or inter-institutional level and assumes a leadership role either as a project lead or as a project member with technology expertise.

- Develop and maintain comprehensive documentation for all aspects of the communication distribution infrastructures and related equipment that meets established format and structure within the Network and Telecommunications department and Information Services.
- Provide consultation and troubleshooting for hardware and software problems to the extent this involves the communication distribution infrastructure and related equipment.

Occasional Job Functions:

- Stay abreast of advances in network infrastructure technologies and related hardware, software and services.
- Work with vendors and other outside companies and agencies as needed.
- Perform other duties and responsibilities as assigned by the Director, Network and Telecommunications.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

Six years' experience working within an Information Technology organization responsible for the management of a mid-to-large size data network infrastructure including two years of experience in either of the following areas: overseeing or coordinating the activities of network infrastructure staff; or serving as a project lead for major network infrastructure initiatives.

Skills, Knowledge and Abilities:

- Excellent communication, collaborative, and negotiating skills.
- Ability to develop and deliver communication distribution infrastructure services.
- Excellent troubleshooting and customer service skills.
- Excellent resource planning and organizational skills.
- High level of technical competency with network distribution infrastructures hardware, software and management tools/applications.

PREFERRED:

- Master's degree with educational concentration in CS, CIS, Engineering, or related discipline.
- Appropriate industry certifications and licenses

ENVIRONMENTAL CONDITIONS:

This position requires frequent lifting, moving, and/or installation of moderately heavy equipment (such as switches and routers), wiring and related work. This position requires working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.