



Position Title:	Voice Communications Manager	Job Code:	0387-00E
Reports To:	Director of Telecommunications	Job Group:	PEC
Department:	Telecommunications	Salary Grade:	16
Prepared By/Date:	Javier Munoz/7-14-2010	FLSA Status:	Exempt
Approved By/Date:	Javier Munoz/7-14-2010		
Revised:	Jennifer C. Brito/8-2-2010		

Summary:

The Voice Communications Manager is responsible for managing, planning and overseeing the overall activities and implementations for successful maintenance and operations of the College's multi-site voice communications network and Customer Service operations.

Essential Duties and Responsibilities:

- Designs, analyzes, and conducts diagnostic support
- Supervises Customer Service staff
- Oversees Customer Service Operations
- Oversees project management-upgrades and implementations
- Designs, implements, and supports custom telephony applications college-wide
- Negotiates maintenance contracts and budgetary recommendations
- Oversees capacity planning and system integrity
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of the principles, methods or tools for developing, scheduling, coordinating and managing projects and resources including monitoring and inspecting costs, work, and contractor performance
- Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and technical requirements
- Ability to acquire new knowledge through formal or extensive on-the-job experience
- Ability to understand and evaluate technical information related to the job and provide guidance to others on technical issues
- Ability to maintain strict quality standards and work with customers to assist their needs
- Ability to provide information and assistance, resolve their problems, and satisfy expectations
- Ability to make sound, well-informed and objective decisions
- Ability to show understanding, friendliness, courtesy, tact, and concern to others, effectively dealing with individuals who are difficult, or distressed
- Able to relate well to people from varied backgrounds and be sensitive to cultural diversity, race, gender, disabilities, and other individual differences
- Ability to motivate and influence, as well as challenge others
- Ability to understand the College's mission and functions, and how its social, political, and technological systems work and operates effectively within them
- Ability to identify problems, determine the accuracy and relevance of information
- Ability to make recommendations
- Ability to organize and set up priorities, determine resource priorities, determine resource requirements and determine short and long term goals
- Ability to coordinates with other organization or parts of the organization to accomplish goals
- Ability to monitor progress and evaluate outcomes
- Ability to work in a multi-ethnic and multicultural environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s degree from a regionally accredited institution and seven (7) years of related Telecommunications experience, or Master’s degree from a regionally accredited institution and three (3) years of related Telecommunications experience
- Must be able to work a flexible schedule that may include evening and weekend assignments.
- Five (5) years of supervisory experience in telecommunications related field
- Five (5) years of experience in customer service
- Five (5) years of experience in voice systems
- Three (3) years of experience with Siemens and Avaya voice systems

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name