



USF Job Class Description

JOB CODE: 9582
JOB TITLE: Telecom Operations Manager
PAY PLAN: 21
CAREER BAND: F
FLSA: Exempt
CBU : 31
Effective 04/20/2007

Job Title: Telecom Operations Manager

Job Summary

The Telecom Operations Manager's primary function is to provide operational and strategic direction for a team of installation and maintenance (I&M) telecommunications technicians.

Nature of Work

The Telecom Operations Manager is part of the administration services for the installation and maintenance management team for the University including all regional campuses and USF Health. This position is responsible for the supervision of Telecom Technical Specialists and other administrative staff. This position is also responsible for the planning and development of policies and procedures that support the department, regional and University-wide mission.

Examples of Duties

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Conducts customer and employee needs assessment in order to provide input in planning for long-term and short-term services and products.
- Represents the department/division in university-wide committees planning and study groups to ensure that organizational goals are aligned with the University's direction
- Develops and approves employee development plans; prepares and administers annual employee evaluations; first line of contact to address personnel issues; recruiting; development.
- Assists in the development of the University's contingency/risk management plan; budget planning and maintenance for assigned area; accountable office for the 24/7 on-call rotation scheduling.
- Maintains network Visio topology; research, analyze and implement new features, products and system;
- Assumes project management from concept to implementation phase for telecommunications initiatives; routine inspection and audit of service standards to maintain the highest quality of service.

- Provides advanced level troubleshooting support for mission-critical networks located on the USF and remote location(s).

Minimum Qualification Requirements

This position requires a Bachelors degree in Computer Science, Telecommunications or a related field and 3 years of related experience; Certification for Avaya is required. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.