

The University of Texas at San Antonio

Job Description

Job Title: Telecommunications Administration Manager
Code: 15321
Salary Grade: 61
FLSA Status: Exempt
Department/Division: Telephone Services/Information Technology
Reports To: Chief Operations Officer, OIT

Summary

- Function: Provide customer relations skills necessary to evaluate departmental telecommunications needs to include the coordination of installations and cost estimates, and operation and maintenance of the campus telecommunications billing system.
- Scope: Responsible for planning and supervising the work of Communications Technicians and maintaining the University's cable plant and communications systems records.

Duties

- Typical:
 1. Keeps various departmental records on work orders, time and reporting.
 2. Monitors usage of communications equipment and assists with troubleshooting.
 3. Oversees the performance of vendors performing routine maintenance, troubleshooting and upgrades.
 4. Maintain financial records; ensure invoices are paid timely and kept up to date, and manage overall budgetary needs.
 5. Responsible for verifying phone service work orders are managed, assigned, reported, and closed to meet customer expectations.
 6. Create, review, and monitor documents for internal compliance reviews. Create and develop procedures to meet customer service deliverables.
 7. Performs other duties as assigned.
- Periodic:
 1. Completes annual performance evaluations for assigned personnel.
 2. Completes special projects and reports as assigned.

Education

Required	Preferred
High school diploma or GED with technical courses in electronics and communication theory and equipment.	Associates degree in Communications or related field.

Other Requirements

Required	Preferred
Texas Driver's License.	N/A
Criminal Background Check (CBC)	

Experience

Required	Preferred
Seven years of experience in communication systems and billing, to include experience in voice communication technology.	Experience in data and video communications.
Two years of supervisory experience.	

Equipment

Required	Possible
Personal computer and standard telecommunications analysis equipment.	N/A

Working Conditions

Usual	Special
Usual telecommunications environment.	N/A

Supervision

Received	Given
General supervision and directions from designated supervisor.	Direct supervision of assigned personnel

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.