***This old UMB job description was created between 2000 and 2014 and is being provided as a template or guide in the preparation of a current job description. The essential functions are general in nature and may not accurately depict the duties of a specific unit. Managers are encourage to update and provide specific duties that are applicable to work being performed in the unit.***

Job Title: **Manager, Voice Operations**

Job Family: Information Technology Sub Family: IT - Telecom

**Job Summary:**

The Voice Operations Manager will manage the acquisition, development, support and operations of the campus voice and communications facilities and communication networks. Assist leadership in project planning of new communications technology and systems. Assists with various technical analysis of complex software solutions, hardware and transmission systems as well as budget preparation. Coordinate communication and networking functions, collaborates with senior leadership and other directors within the business unit and throughout the campus in order to ensure the deliverance of high quality services consistent with customer needs, campus objectives, and technological resources.

**Essential Functions:**

* Provide general direction and leadership for all aspects of departmental functions in order to maintain their efficient operation.
* Partner with leadership on a regular basis in setting strategic goals/objectives and budgets, and/or in fostering improvements in policies/procedures for voice services.
* Responsible for the expenditure and equipment tracking and coordination with project needs and daily operations. Assist with the cost analysis for major communication projects. Leads the yearly process for establishing voice communication rates.
* Act as primary contact to local and long distance vendors for the campus.
* Assist senior leadership in developing/negotiating long term contracts with voice communication vendors, ensuring quality services are provided in a cost effective manner and agreed upon service levels are met.
* Proactively represents the department through participation in campus meetings and special projects, as well as UMB on an external basis with USM headquarters and other system-wide units.
* Manage the development of departmental action plans to implement mechanisms to measure quality and cost effectiveness of work processes.
* Performs other duties as assigned.

**Minimum Qualifications**

Education: Bachelors in Information Technology, Computer Science, Systems Administration, Computer Engineering or a related field.

Experience: Five (5) years progressively building a background in telecommunications and network contol and administration

Supervisory: Two (2) years experience at a management/leadership level

Licensure/Certification:

Other: No subsitution of experience for minimum education requirement.

**Knowledge, Skills, and Abilities**

*Managers may provide prefered knowledge, skills, and abilities as necessary.*

Job Code: E0728H

SOC Code: 151142 IPEDS: Computer

EEO6 Code: Professional State Code: 9445011

USM eCode: E22078 AAP Code: 3A