

Santa Rosa Junior College



TITLE	CLASSIFICATION	SALARY RANGE/ASSIGNMENT
Manager, Campus Data/Telecommunications	Management Team Supervisory	Range: 12.5 Days: 226

JOB DESCRIPTION:

Under the general direction of the Director, Computing Services, the incumbent is responsible for a wide range of duties related to the planning, operation and maintenance of an increasingly complex data and telecommunications system.

SCOPE:

The Manager, Campus Data/Telecommunications provides all facets of voice and data communications support for the District, including recommendation of hardware/software, installation and support and supervision of assigned staff. Provides consultative support to District personnel on data and telecommunications issues.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Supervises the day-to-day work of Computing Services Equipment Technicians, the Telecommunications Clerk and student assistants.
2. Assists in equipment installation and maintenance of complex networking and communications equipment.
3. Serves as an interface with appropriate vendors, monitors the quality of their work and coordinates their activities with that of District staff to minimize disruptions to departments affected by this work.
4. Recommends effective solutions for accompanying maintenance tasks, e.g.; contracts, in-house or open purchase orders.
5. In conjunction with the Director, prepares and implements a campus communications master plan.
6. Utilizes expertise on District telephone systems to serve as technical liaison with equipment vendors, representatives of the local telephone company and long distance companies; and recommends appropriate changes.
7. Designs, implements and manages Computing Services controlled computer networks.
8. Serves as a resource to campus departments planning computer networks or other data/telecommunications related projects.
9. Researches, evaluates and recommends various pieces of telecommunications equipment, media, services and technologies.

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10. Conducts cost-effectiveness studies and makes recommendations for change to existing equipment and services.
11. Maintains an up-to-date inventory of type and location of all equipment the unit is responsible for.
12. Designs, implements, manages and maintains the District's Wide Area Networking (WAN) equipment including the connection to CSU net.
13. Supervises the day-to-day operation of District telephone systems to ensure services are available to District staff, requested changes and repairs are performed in a timely fashion, solutions are cost effective and costs are allocated to correct activities.
14. Implements and monitors training programs for District personnel on the use of voice communications equipment and services such as telephone instruments and voice mail.

KNOWLEDGE OF:

1. The telecommunications industry including Local Area Networking.
2. Wide Area Networking.
3. PBX and key telephone systems including long distance.
4. Data communications.
5. Management practices and principles required to supervise classified staff and student employees.

ABILITY TO:

1. Organize large, complex tasks including the supervision of assigned staff.
2. Communicate clearly, both orally and in writing.
3. Perform complex installation and repair procedures.
4. Use logical methods to evaluate varying technologies.
5. Serve as primary liaison with users.
6. Relate effectively with a wide diversity of students, faculty, staff and community members.
7. Demonstrate sensitivity to, and respect for, a diverse population.

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QUALIFICATIONS:

A combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Course work in digital electronics, engineering or computer science.

Experience:

Progressively responsible technical data and telecommunications experience.

SUPERVISION RECEIVED:

The Manager, Campus Data/Telecommunications reports to the Director, Computing Services.

SUPERVISION EXERCISED:

The Manager, Campus Data/Telecommunications provides direct management of Computing Services maintenance and telecommunications activities including the supervision of classified and student employees

Board Approved: July 16, 2008