

## IT Technical Job Classification

IT Job Title: Director of Telecommunications

State Job Title:

Classification: C600

Pay Grade:

### Job Summary

Responsible for the planning, support, and development of the Telecommunications department. Determines priorities and directs the supervision of departmental staff.

### Essential Duties:

- Lead and manage all departmental initiatives
- Sets goals and objectives for the department
- Plans, budgets and manages all aspects of assessment and testing
- Analyzes customer service needs and current delivery systems
- Plans and recommends enhanced Telecomm service systems and programs
- Oversees the scheduling and dispatching of service tech that handle trouble calls for Telecomm equipment on or off campus
- Oversee the daily operation of the department
- Assists in the creation of department operating budget
- Maintains documentation of all policies and procedures of the department
- Maintains documentation of telecommunication systems
- Performs other duties as required

### Education

Requires a bachelor's degree in a related field of study. A master's degree in a related field of study is highly desirable.

### Experience

Requires a minimum of 5 years' experience in telecommunications. Strong problem-solving skills and customer service skills are required. Strong and demonstrated management skills are required.

### Leadership.

Direction, supervision, and evaluation of subordinates, including the full employment cycle. Project management experience with critical and time sensitive projects.