



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager of Network Planning & Services
POSITION NO.	501050
LOCATION	Warwick Campus
REPORTS TO	Interim Director
GRADE/CBA #	PSA 15
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Supervises network support staff
LIMITATION (if applicable)	
REVISION DATE	June 2006

JOB SUMMARY:

Plan, install and maintain communications networks and services for the Community College. Develop and implement strategies and tactical plans in response to College network needs and opportunities. Maintain the College's leadership in communications technology in higher education and in Rhode Island.

DUTIES AND RESPONSIBILITIES:

- Maintain daily operations of multi-campus local and wide area networks; respond to service outages and emergencies outside of normal working hours as needed.
- Evaluate, implement, and support software, systems, and network hardware for network convergence (voice, video, and data networks using one infrastructure).
- Install, configure, and maintain up-to-date network management software and tools with their underlying databases to monitor and manage the College's network.
- Plan, design, and implement all new network projects (including new construction) as well as removal of network equipment.
- Participate in and manage statewide collaborative OSHEAN (Ocean State Higher Education Academic Network) projects.
- Assume technical leadership for evolving network security, wireless and VoIP technologies.
- Participate in networking strategic and tactical planning and budget development.
- Manage network practices and policies; participate in policy definition.
- Other related duties as assigned.
- Recruit, evaluate, train and supervise network support staff.

LICENSES, TOOLS, AND EQUIPMENT:

Must be proficient in the use of telecommunications systems and office systems such as word processing, spreadsheets, etc.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions although will, at times, be required to perform work in manholes, attics, observation decks, rooftops, and other potentially adverse locations. This position requires 24 hour call-back in cases of emergency and supervisory presence, when required, on all shifts.

REQUIRED QUALIFICATIONS:

- Bachelor's degree or an equivalent combination of post-secondary education and additional experience
- Five years' experience in technical support, including project management with large-scale telecommunications networks and systems
- Strong interpersonal and communication skills
- Availability for emergency call-in
- Ability to travel and support all campuses

- Experience in the following areas preferred: computer programming, relational databases, inventory management/work order/trouble reporting systems, LAN/WAN equipment, network protocols, analog video, modems/modem pools, network management systems, Windows, Macintosh OS, UNIX
- Strong service orientation, interpersonal, and communication skills for a diverse set of clients

PREFERRED QUALIFICATIONS:

- A Rhode Island Telecommunications System Technician's License and certificates such as CISCO, CAN, and experience in higher education

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.