Manager, Voice and Data Installation and Repair
University at Buffalo, The State University of New York

Job Title	Manager, Voice and Data Installation and Repair
Department	Network and Communication Services
Institution	University at Buffalo, The State University of New York
	Buffalo, New York
Date Posted	Jan. 17, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Information Technology
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Job Description	

Position Summary

Network and Classroom Services is seeking a **Manager of Voice and Data Installation and Repair**. In this role you will manage two technical teams supporting the voice and data infrastructure at the University at Buffalo. As a manager, it is expected that you will mentor and develop employees, including developing training plans and ensuring your teams share skills and knowledge. As a leader it is expected that you will understand the technical environment surrounding the voice and data infrastructure at the University.

Responsibilities:

- Coordinate with university constituencies to meet needs and deliver consistent services.

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- Ensure compliance with federal, state, and institutional regulations and policies including FERPA, HIPPA, Kari's Law, RAY BAUM's Act, CMMC, etc.
- Plan, assess risks, budget, and manage service lifecycles.
- Consult, project manage, and develop IT policies.
- Maintain inventories and recommend resources.
- Supervise personnel: Monitor workloads, communicate issues, and handle administrative tasks.
- Mentor and develop employees, schedule work, and maintain service coverage.
- Recruit, retain, and manage team performance and handle personnel issues.
- Provide technical advice and stay updated on current and emerging technologies.

Additional Information:

It is a great time to join **UB Information Technology (UBIT)**! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our **website**. All the duties and responsibilities listed above continue to occur in a 24×7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Learn about our **BENEFITS**, where we prioritize your well-being and success to enhance every aspect of your life.

Learn more about what it looks like to be a part of the **University at Buffalo community**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Bachelor's degree with 3 years of experience OR Master's degree with 1 year of experience; Equivalent combination of education and experience will be considered. This experience should encompass many technical aspects of network and communication services in a large environment with more than 1000 users.
- Two years of experience in managing a technical team.
- Technical Knowledge of Telephone/voice Services, network installation and support, network vendor equipment, network protocols and related tools .

- Must have the ability to demonstrate that the candidate can meet the transportation needs of this position.
- Applicants must be authorized to work in the United States on a full-time basis without visa sponsorship.

Preferred Qualifications

- Proven of experience managing voice services, preferably Cisco Call Manager, MS-Teams, or another cloud-based telephony service.
- Three years of experience managing a technical support team, preferably in the networking field.
- Demonstrated supervisory skills.
- Technical Knowledge of:
  - Telephone/voice Services (VOIP, MS-Teams, Cisco Call Manager, Contact Centers, life-safety systems, overhead paging)
  - Network installation and support (troubleshooting, ticket management, vendor/contractor management)
  - Network Vendor equipment (Cisco, Juniper, Aruba, Fortinet)
  - Network Protocols and related tools (IP, IPv6, DNS, DHCP, OSPF, BGP, VxLAN, 802.1x,

Physical Demands

- Occasionally ascends or descends a ladder, use standard telecommunications tools/ equipment, and differentiate colors used for standard wire coding.
- Able to visit active construction sites

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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