

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

Direct Link: <https://www.AcademicKeys.com/r?job=251884>

Downloaded On: Jul. 7, 2025 9:45am

Posted Jan. 21, 2025, set to expire Aug. 4, 2025

<b>Job Title</b>	Manager, Voice and Data Installation and Repair
<b>Department</b>	Network and Communication Services
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Jan. 21, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Facilities/Maintenance/Transportation
<b>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/55285">https://www.ubjobs.buffalo.edu/postings/55285</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Position Summary

**[Network and Communication 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 24x7 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 .

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- 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 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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