POSITION SUMMARY
The Manager, Telecommunications Operations is responsible for managing the University’s Enterprise Telecommunications services. The Manager oversees the operational activities and administration of the University’s phone system. As a key member of SFU’s IT Services Infrastructure Services department, the Manager works in collaboration with the Infrastructure Services Engineering team; and liaises and consults with key stakeholders to architect, deploy and maintain a Unified Communications (UC) system replacing the existing voice system.

DUTIES AND RESPONSIBILITIES
1. Directs the operation and maintenance of the University’s current phone system by:
   - Managing the Mitel phone system.
   - Managing external maintenance contracts and contract staff.
   - Oversees the phone system billing service.
   - Implementing the creation of voice mail boxes, hunt groups, call vectors, and automatic call distribution groups.

2. Oversees and provides senior level technical administration, operation, installation, and implementation of Enterprise Telecommunications Systems by:
   - Working with vendors to identify, evaluate, and resolve problems that may arise in the operation of the University’s telecommunication services.

3. As an expert resource, the manages the communication application to ensure configuration and operation of the systems are optimized to meet the needs of the University by:
   - Implementing Standard Operating Procedures’ (SOP’s) for all aspects of the UC network and server systems.

4. Assists in the preparation of requests for information, quotations, and proposals (RFI’s, RFQ’s, RFP’s), contracts, and other documents for equipment acquisitions, software and services by:
   - Compiling technical requirements from project members.
   - Preparing draft reports.
   - Liaising with purchasing staff.
   - Coordinating the procurement and acquisition processes.
   - Disseminating documentation.
   - Establishing budgeting requirements for equipment and services.

5. Works in collaboration and consultation with other units in ITS to ensure all interdependencies are identified and coordinated by:
   - Providing effective communications regarding operations and implementations of new services.

6. Maintains technical currency and participates in in-house technical seminars, workshops, and courses. Participates in skill training, mentorship, and coaching programs.

IMPACT OF DECISION MAKING
Evaluates technologies, economic factors and trends to make informed judgments regarding the prospects of specific technologies and products.

RELATIONSHIPS
Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks assistance and feedback in the problem solving process. Partners with others to achieve expectations.
QUALIFICATIONS
Bachelor’s degree in Computing Science, Information Technology, or a related discipline and three years of related experience, including experience with traditional PBX voice systems, VoIP, SIP services, or an equivalent combination of education and experience.

Excellent knowledge of telecommunications network systems and protocols, including but not limited to VoIP, SIP, TCP/UDP, QoS, DNS, and VLAN’s.
Ability to configure and maintain complex infrastructure environments.
Excellent customer service, interpersonal, teamwork, and mentorship skills.
Excellent analytical reasoning, problem solving, time management, and organizational skills.
Excellent communication skills (verbal and written).
Ability to maintain confidentiality.