Invites applications for the following position(s):

**COMPETITION NUMBER: 687**

**Administrative and Professional Staff (APSA)**

**Continuing Position**

**MANAGER, TELECOMMUNICATIONS OPERATIONS, GRADE 11**

**IT SERVICES – TELEPHONE SERVICES**

POSITION NUMBER: 122674

**POSITION OUTLINE:**

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.

**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.

**SALARY RANGE:** $73,757 to $88,079 per annum

**START DATE:** ASAP

A detailed resume and cover letter quoting Competition #687 must be received in our office by 4:30 pm on November 29, 2017, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment

A more detailed job description may be obtained at www.sfu.ca/jobpostings