

JOB INFORMATION

Effective Date	1/18/2023
Job Code:	4521
Job Title:	Infrastructure Manager
Salary Grade/Structure:	006 - Computing
Career Level Name:	M1 - First Level Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	The Infrastructure Manager is responsible for the Cisco Unified Call Manager platform and associated voice collaborative applications. This position works with departments, contractors, and consultants to design, deploy, commission and administer the communications VoIP enterprise voice/data network infrastructure for the University in an Office of Information Technology leadership role. This position will perform move, adds, and changes for all VoIP and Infrastructure services, including but not limited to call accounting databases, data line installation and demolition, service tickets, billing, and supervision over staff and systems. Provide evening and after-hour support for planned and unplanned maintenance events.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Associate's Degree	Degree in Information Technology, Business, or a related field. Or equivalent combination of education and experience.	Required	
Bachelor's Degree	Degree in Information Technology, Business, or a related field.	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Some	Minimum four years of hands-on and best practices experience of campus Telecommunications, Cabling Infrastructure, Construction Projects and/or Data Center.	Required	
Considerable	Six years of experience and additional knowledge in Networks, Facilities, Safety, and/or Security systems.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Any entry level Cisco, BICSI technician, or other industry related to infrastructure, collaboration platform certification. A certification must be obtained in 18 months of employment.	Upon Hire	Required	
	Mid-tier or above Cisco, BICSI or other industry related to infrastructure, collaboration platform certification. Ex. OSP, Data Center or RCDD or equivalent certification.	Upon Hire	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Ability to interact professionally with a variety of individuals using excellent written and verbal communication skills. 	Proficient
<ul style="list-style-type: none"> Demonstrate strong requirements gathering, analytical, and time management skills. 	Proficient
<ul style="list-style-type: none"> Knowledge of proper installation of inside and outside plant communications infrastructure and terminations for a variety of communications medium. 	Proficient
<ul style="list-style-type: none"> Facilitate resolution of campus communications copper and fiber optic infrastructure technical issues to develop appropriate solutions using practical knowledge and industry best practices. Considerable background in understanding the constraints and issues of large-scale production VoIP systems. 	Proficient
<ul style="list-style-type: none"> Support, configuration, network and infrastructure systems related Data Centers, infrastructure redundancy design and implementation. 	Proficient
<ul style="list-style-type: none"> Troubleshoot complex copper and fiber optic technical issues, using cable analyzers, electrical meters, Optical Time Domain Reflectometer OTDR/TDR, spectrum analyzer, and associated software. 	Proficient
<ul style="list-style-type: none"> Strong problem solving, collaboration, and planning skills. Strong team player with ability to inspire a team to meet project plans and goals. Ability to work without supervision on daily tasks and projects. 	Proficient
<ul style="list-style-type: none"> Ability to coordinate implementations with end-users from various areas. 	Proficient
<ul style="list-style-type: none"> Ability to work within a data center environment; requires the ability to tolerate periods of continuous standing. 	Skilled
<ul style="list-style-type: none"> Knowledge of VoIP systems, Session Initiated Protocol and Primary Rate Interface connectivity technologies. 	Proficient

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Oversee and manage the team responsible for the VoIP system and infrastructure including; assisting with the administration of the Cisco Unified Communications Platform (i.e. Cisco Unified Call Manger, Cisco Unity Connection, Cisco Unified Presence, Cisco Unified Contact Center) and ensuring that construction and remodeling projects have accurate technology design plans, and effectively communicate changes and gaps in timelines that may impact project deliverables. 	25%
<ul style="list-style-type: none"> Lead in design, install, develop, integrate, test, commission, document, monitor, and handle ongoing maintenance of Voice over Internet Protocol (VoIP) system and Structured Cabling within OIT standards. Works with appropriate Information Technology (OIT) areas to ensure necessary security levels. Create system documentation and best practices in concert with other team 	20%

Essential Functions

Essential Function	% TIME
members and departmental requirements and objectives. Assist analysis efforts and issue resolution with enterprise wide impact.	
<ul style="list-style-type: none"> Plans lifecycle replacement, coordinates outages, and implements voice network performance optimization methodologies for VoIP systems, applications, and hardware. Maintains monitoring and data-gathering systems for reporting and performance purposes. 	15%
<ul style="list-style-type: none"> Design, engineer, and document the communications and voice network infrastructure components and information technology division construction documentation. 	10%
<ul style="list-style-type: none"> Maintains, establishes, and develops new, close, and collaborative working relationships with stakeholders, customers, and vendors for all infrastructure areas. 	10%
<ul style="list-style-type: none"> Uses established project management protocols to lead the planning, execution, and successful completion of departmental projects. Facilitates the analysis of project needs and risks and recommends solutions. Assists with project and department budgets. 	5%
<ul style="list-style-type: none"> Exercises independent decision-making in IT necessary to ensure efficiency of VoIP and/or structured cabling Infrastructure for the University. 	5%
<ul style="list-style-type: none"> Actively participate in projects and develop an understanding of projects impacting service area, while ensuring service impact is minimized and agreed with Change Advisory Board (CAB) procedures. Provide evening and after-hour support for planned and unplanned maintenance events. 	5%
<ul style="list-style-type: none"> Other related duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description