

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Telecommunications Manager**  
**Office of Information Technology**  
**Regular Full-time Position**  
**Position Number 696000**

**General Description**

The Telecommunications Manager functions under the general guidance and supervision of the Director of Information Technology and is responsible for budgeting, organizing, planning, coordinating, control and operation of telecommunications activities.

The incumbent manages a variety of complex daily transactions and routines involved in the operation of a university wide voice/video network, supervises campus telephone operators and account billing clerks, prepares cost allocations, controls telephone work orders and trouble reports, maintains a call detail accounting system, maintains attendant directory service, oversees the resale of long distance services to students, coordinates the offering of CATV services on campus, supervises campus voice mail operations, serves as the liaison for all telecommunication activities on campus and oversees the installation of the campus voice and data network cable plant.

**Primary Tasks and Responsibilities**

- Initiate licensing and contract requests.
- Analyze and evaluate communications requirements and make recommendations for the university's current and long-range needs.
- Oversee installation of systems in a multi-vendor environment.
- Evaluate communication stations and networks to ensure efficient operation.
- Negotiate with vendors to ensure that contracts and agreements meet legal requirements and Tennessee Board of Regents and APSU policies.
- Interpret and implement state and federal rules and regulations.
- Compile profile of University telecommunications needs, including voice.
- Develop equipment and services proposals for telecommunications systems.
- Develop and conduct training programs for telecommunications systems.
- Work with equipment and service vendors to optimize capabilities of such equipment and services, direct repair and maintenance of systems; evaluate vendor services.
- Conduct studies of voice and data traffic patterns; recommend changes in system configurations to conform to operational requirements.
- Monitor regulatory tariffs and laws pertaining to telecommunications systems to insure compliance.
- Manage call accounting system. Analyze call detail activity to ensure proper routing of telephone calls and ensure correct transfer of funds via the University accounting system for both student and departmental billing.
- Maintain database of all telecommunications cable facilities.
- Prepare reports and analysis of telecommunications revenue and expenditures as needed.
- Provide consultation and training for telephone user problems.
- Prepare work orders for adding, removing or changing the telecommunications network/service.
- Maintain an automated directory service.
- Conduct investigations for the fraudulent use of telecommunications service.
- Maintain inventory control of telephone equipment, cooper cable and fiber optic cable.
- Insure updated tariff rates are available to the call accounting system.
- Manage the resale of long distance services for students.
- Provide long distance services including credit card offerings for faculty and staff.
- Coordinate the offering of CATV services on campus.

### **Primary Tasks and Responsibilities continued**

- Coordinate the operation of the campus voice mail system.
- Maintain fiber optic and copper infrastructure for campus data communications.
- Evaluate and recommend services and equipment dealing with voice communications for the campus.
- Coordinate department activities toward short- and long-term objectives.
- Maintain necessary contact with Federal Communications Commission and professional organizations such as ACUTA and TTUA.
- Develop and oversee the annual operating and capital budgets for the department.
- Administer the contract for the university's emergency text messaging system.
- Install and maintain the campus auto-dialer server and software.
- Perform other job-related duties as assigned.

### **Knowledge, Skills and Abilities**

- Knowledge of voice, video and data communications hardware, service, software and systems pertaining thereto.
- Ability to develop plans for communications systems in a campus environment.
- Ability to network voice and data systems in a campus environment and design configurations of networks using public switched circuits and/or private line facilities.
- Knowledge of communications protocols and integration of new systems with existing systems.
- Knowledge of transport media such as twisted pair, baseband and broadband, coaxial and fiber optic systems.
- Knowledge of data base systems operation and maintenance procedures.
- Ability to maintain a high level of competency in the field of telecommunications, equipment, long distance, voice mail, etc.
- Ability to oversee installation of systems in a multi-vendor environment.
- Ability to communicate options available in telecommunication systems to the University community.
- Ability to oversee training on high-tech equipment.
- Ability to monitor and evaluate communication stations and networks to ensure efficient usage.
- Ability to organize tasks to meet deadlines.
- Ability to analyze problems and develop solutions.
- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.

### **Required Minimum Qualifications**

- Bachelor's degree in telecommunications, engineering, management or related field.
- One year of previous work experience in telecommunications.
- A background check will be required for the successful applicant.

### **Additional Preferred Qualifications**

- Knowledge of communications protocols, network design for distributed systems, data base systems and data processing.
- Previous work experience in an educational setting.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**