

## Position Description

### Position Description

JOB ID:	9304
Position Number:	02013540
UC Path Position #	40737311
Dept:	IET COMMUNICATIONS RESOURCES - 061420
Position:	NOC Manager
Approved Payroll Title Code:	0672
Approved Payroll Title:	COMM AND NETWORK TCHL MGR 1
Approved MSP Salary Grade:	

Approved PSS Salary Grade:	MSP26
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#### POSITION DETAILS

Job Summary:	<p>Under the direction of the Associate Chief Information Officer of Enterprise Infrastructure Services, this position is responsible for the management of the Network Operations Center (NOC) within Information and Educational Technology (IET). This position provides leadership, vision and management for all services of the NOC, including design, installation, operational support and maintenance of campus data, cellular and voice networks. This position is responsible for managing the operations, maintenance, repair, and customer service in the delivery and enhancement of telecommunications and converged network services to the UC Davis campus.</p> <p>Strategic objectives of the position include (1) managing the operational support and delivery of voice, data, video, wireless and radio services to campus clients and constituents within the existing network environment, (2) managing a converged network infrastructure on the UC Davis campus, (3) managing and improving NOC processes and procedures pertaining to the delivery of reliable and secure network services, superior customer service, field repair actions, preventative maintenance, trouble-ticket resolution and other operations and maintenance activities, (4) supporting department efforts to develop new products and services, and (5) supporting the Campus' defined capital building plans with cost-effective network services.</p> <p>This position manages the staff responsible for the operation and maintenance of the campus data network and all field services. The position has direct budgetary responsibility for operational funds and replacement reserves and influences campus decisions regarding telecommunications and network investments for the future.</p>
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Campus Job Scope:	
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Department Specific Job Scope:	<p>The NOC is a unit of Enterprise Infrastructure Services within Information and Educational Technology (IET) and is responsible for the management, engineering, maintenance and repair of voice, data, and network services for the UC Davis campus. The NOC staff provides technical support on a 7X24 on-call rotational basis.</p>
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Positions Supervised:	<p>Direct:</p> <p>IT ARCHITECT 5-SUPV (1.0 FTE)</p> <p>COMM &amp; NETWORK TCHL SUPV 2 (2.0 FTE)</p> <p>Indirect:</p> <p>IT ARCHITECT 5 (5.0 FTE)</p> <p>IT ARCHITECT 4 (1.0 FTE)</p> <p>IT ARCHITECT 3 (2.0 FTE)</p>
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	<p>COMM &amp; NETWORK TCHL ANL 3 (1.0 FTE)  COMM &amp; NETWORK TCHL ANL 2 (3.0 FTE)  COMPUTER RESOURCE SPEC 2 (2.0 FTE)  PRINCIPLE ELECTR TCHN (5.0 FTE)  PRINCIPLE TELEVISION TCHN (2.0 FTE)  SENIOR TELEVISION TCHN (2.0 FTE)</p>
Essential Responsibilities:	<p><b>50% LEADERSHIP, MANAGEMENT AND OVERSIGHT OF THE NOC</b>  Lead, direct and assume programmatic responsibility for the management of the all services provided by the Network Operations Center (NOC), including campus data, wireless and voice services. Leadership objectives include driving a client-centered business environment, facilitating a philosophy of continuous improvement in service delivery and staff skills, enhancing staff coordination with other units, participating in leadership meetings and major department decisions, and fostering teamwork, responsibility and accountability.</p> <p>Participate in the proposal, design, and development of technology and service delivery systems. Contribute to technology assessments to identify resource opportunities, applications and technologies that increase productivity, improve service delivery, and reduce costs.</p> <p>Ensure UCD's networks leverage effective security controls and monitoring of infrastructure logs is in place. In collaboration with the CISO's office develop logical security zones (within the campus networks) to appropriately protect and secure UCD information assets. Responsible for ensuring the Unit fully complies with UC's BFB IS-3 (information security) policy and associated UCD information security policies and standards.</p> <p>Manage and direct staff to achieve defined goals and objectives, developing and publishing key unit performance metrics, managing customer satisfaction and expectations, and developing annual budgets to support operations, maintenance and development efforts for converged network services.</p> <p>Responsible for overall team supervision including recruiting, delegation of work, performance management, training/development &amp; other duties. Ensure equal employment opportunity in hiring and promotion. Ensure proper labor relations and conditions of employment.</p> <p><b>30% SYSTEMS OPERATIONS, MAINTENANCE AND REPAIR</b>  Responsible for the maintenance and delivery of telecommunications and network services and support to campus constituents. Ensure reliable network service delivery to campus constituents and responsiveness to trouble reports and service orders. Ensure that staff monitor the integrity and capacity of the telecommunications systems, optimize public network performance, respond rapidly to trouble reports and alarm conditions, maintain a client-oriented focus, and perform system maintenance and upgrades.</p> <p><b>20% VENDOR MANAGEMENT</b>  Lead/direct/assume programmatic responsibility for vendor services, contracts &amp; lease agreements related to campus network services. Collaborate with campus Procurement &amp; Real Estate Svcs to negotiate &amp; maintain campus-wide network service agreements, contracts &amp; strategic sourcing opportunities with vendors for network services &amp; infrastructure. Manage competitive bid processes. Explore, propose &amp; implement funding &amp; reciprocity relationships for cost savings &amp; revenue generation. Manage service activities &amp; relationships with network service providers. Monitor vendor performance; oversee quality control throughout the lifecycle of service agreements.</p>
Physical Demands:	
Work Environment:	<p>Due to the mission-critical services provided by this department, this position may work alternate or extended hours as workload demands, especially in response to system problems.</p>

	<p>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</p> <p>UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.</p>
Background Check:	Yes
<b>QUALIFICATIONS</b>	
	<p>Leadership and management experience to direct and administer widely diversified functions and responsibilities in a large, complex institution.</p> <p>Experience with technical aspects of networking and telecommunications planning, design, implementation and repair requirements in a large organization.</p> <p>Experience directing technical staff in the development and maintenance of voice, data, field repair services and converged systems infrastructure.</p>
Minimum Qualifications:	<p>Knowledge of telecommunications/networking terminology, equipment and applications.</p> <p>Experience working with industry-leading voice and data products, vendors, and services.</p> <p>Experience with telecommunications industry standards and standards bodies.</p> <p>Experience developing and monitoring annual budgets for technical services.</p>
Preferred Qualifications for Selection:	<p>Experience establishing staff workload priorities, delegating work, meeting deadlines, and retaining effectiveness in a complex environment involving heavy workloads and rapidly changing priorities.</p> <p>Experience relating business functions and objectives to resource planning and operations.</p> <p>Experience to prepare budget requests, evaluate management information reports, and evaluate vendor service and product proposals.</p> <p>Experience to define strategic objectives, foster collaboration across units, and set clear priorities.</p> <p>Interpersonal skills to create and maintain effective working relationships with colleagues, senior administrators and a diverse range of campus constituents.</p>

## Expectations

Job Expectations	<ul style="list-style-type: none"> <li>- Read and model the UCD Principles of Community.</li> <li>- Demonstrate integrity in the conduct of daily work.</li> <li>- Demonstrate accountability for the safe-keeping of resources and attention to maintaining and expanding expertise in the functions of the position.</li> <li>- Model commitment to customer service in interactions with clients, staff and others.</li> <li>- Assure strong customer service orientation in all departmental staff.</li> <li>- Exercise rigorous integrity and ethics in performance of responsibilities.</li> <li>- Hold others accountable for ethics, integrity, and competence in performance of responsibilities.</li> <li>- Proactively engage with other campus technical constituencies to gather and</li> </ul>
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disseminate telecommunications-based information.

- Participate in campus technology forums, through the publication of periodic technology planning reports and interactive discussions with campus constituents.
- Act as the primary CR contact for voice services and technological initiatives in campus collaborative work groups and will be called on to act as a campus technical representative to various industry and higher education workgroups.