

JOB DESCRIPTION:	Telecommunications Manager		
DEPARTMENT:	Information Technology		
REPORT TO:	Director – Network Operations		
EEO CLASSIFICATION:	First/Mid Officer & Managers	FLSA STATUS:	Exempt
CUPA HR	#467100	DATE APPROVED:	26-OCT-2020
CLASSIFICATION:		DATE MODIFIED:	11-JUN-2025

SUMMARY: Plans, manages, implements, and evaluates operations and services for WNMU telecommunications.

DUTIES: List up to 12 key job functions in order of importance. Use action-oriented language.

1. Plans, devise, builds, configures and commission telecommunications equipment, networks, and systems.
2. Identifies the requirements and determine the cost of equipment, devices, and services.
3. Manages access and obtain new services and products from vendors.
4. Chooses and develop new telecommunication sites, prepare specifications, drawings, and procedures for the use of telecommunications equipment, and decide on the type and arrangement of transformers, circuits, transmission lines, equipment, and circuit-breakers.
5. Maintains records on installation, resolution of issues, and replacement of equipment and parts.
6. Researches the latest developments in telecommunication technology.
7. Develops telecommunications policies and procedures and its best practices for their organizations and ensure that they comply with the federal government regulations.
8. Identifies and assesses the requirements and issues of current telecommunications' systems.
9. Calculates performance levels of system software and hardware to anticipate future requirements.
10. Manages and maintains documentation for WNMU's fiber and Ethernet plant.
11. Produces, develops, and maintains scope of work for WNMU's information technology infrastructure needs.
12. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor's degree in Computer Science or related degree with 4 years of experience or Associate degree in Computer Science or related degree with 7 years of experience or High School Diploma or GED plus 10 years of IT experience or related field. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Must have solid demonstrated knowledge of media and computer functions. Must be knowledgeable of university policies and procedures regarding budget. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Working knowledge of Adobe Creative Suite and Office 365 Suite. Customer service oriented.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office

environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.

4. Other requirements:

- a. Requires a valid driver's license.
- b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)