

Assistant Manager, Telecommunications and Networking

The Howard County Public School System (HCPSS) is one of the top school systems in Maryland and the nation. In alignment with our [*Strategic Call to Action*](#), our mission is to ensure academic success and social-emotional well-being for our approximately 57,000 students in an inclusive and nurturing environment that closes opportunity gaps. To learn more about employment with HCPSS, please visit <https://www.hcpss.org/employment/>.

DESCRIPTION

Under the direction of the IT Network and Server Manager, the Assistant Manager of Telecommunications and Networking will oversee the day-to-day operations of the HCPSS telecommunications environment, including the Voice-over-IP (VoIP) phone system, POTS lines, physical phones, and cell phones. This position will also manage projects and assist with projects within the Networking Team. The HCPSS network encompasses over 80 sites, with two Data Centers, Aruba wireless and switches, approximately 8400 phones, 700 cell phones, and 9100 staff members.

ESSENTIAL POSITION RESPONSIBILITIES

- Responsible for the day-to-day leadership and management of telecommunications operations. Manage a staff of two telecommunications professionals and provide direction and guidance for work activities. Play an active role in performing root-cause analysis of telecommunications problems and develop resolution and prevention plans.
- Manage cell phone operations, including vendor contracts and relationships. Work with users to coordinate phone distributions and collections. Manage phone orders and inventory.
- Supervise VoIP operations, including overseeing vendor relations and staying up to date on feature availability.
- Manage billing on all Voice services (e.g., VoIP, mobile, long-distance), ensuring accuracy of billing and usage and ensuring all services are still in use.
- Serve as the liaison between Telecommunications and school staff, regularly visiting schools and facilities to determine needs.
- Train users as needed or requested, both on-site and remotely. Assist with phone setup and usage, develop and maintain training documentation, and address end-user phone needs and questions.
- Assume responsibilities of the Information Technology Network and Server Manager in their absence.

The above list is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Mobile phones, including deployment and use within a school environment, and working with BYOD users.
- Knowledge of VoIP phone systems and related technologies
- Knowledge of POTS lines
- Strong organizational and leadership skills
- Excellent communication (written and verbal) and interpersonal skills.

MINIMUM QUALIFICATIONS

A combination of education and experience may be considered.

Education:

- Bachelor's degree from an accredited college or university.

Experience:

- Five (5) years of experience managing and supporting telecommunications operations (e.g., administering VoIP phone systems, including technologies used within these phone systems) to include two (2) years of experience managing vendors, contracts, and billing.

PREFERRED QUALIFICATIONS

- Experience managing Network Infrastructure projects.
- Experience with administration of routers, switches, and wireless, especially Aruba.
- Experience working within a preK-12 or college/university setting.
- Familiarity with MEEC or other purchasing consortiums.
- Familiarity with SharePoint administration is a plus.
- Experience training users one-on-one and in groups.
- Experience with Mobile Device Management (MDM) software.

SELECTION REQUIREMENTS

Applicants who meet the minimum qualifications will be included in further evaluation. The evaluation may be a rating of your application based on your education, training, and experience as they relate to the requirements and preferred qualifications of the position. Therefore, it is essential that you provide complete and accurate information on your application. Please report all related education, dates, and hours of work. Clearly indicate your college degree and major on your application, if applicable.

EMPLOYMENT INFORMATION

This is a 12-month per year position in the Howard County Association of Supervisors and Administrators, Non-Certificated Supervisory (HCASA-NCS) employee bargaining unit. The current salary range for this position is Grade II on the Non-Certificated Supervisors Salary Scale, \$102,094 - \$151,558. Actual step placement will be in accordance with the salary procedures of the Howard County Public School System and the HCASA-NCS Master Agreement which considers relevant prior experience. Under the Fair Labor Standards Act, this position is exempt from overtime.

APPLICATION REQUIREMENTS

Complete applications must be submitted by the closing date. Information submitted after this date will not be added. Incomplete applications will not be accepted. Resumes will not be accepted in lieu of a completed application.

Only applicants who submit all the requested information by the closing date of the vacancy will be considered for this position. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experiences and education that most closely match the position qualifications and the needs of the school system.

Please note that a completed application includes:

- A complete application form that includes a listing of employment locations with dates of employment and names of direct supervisors.
- All supplemental materials (i.e.: resume, letter of introduction, transcripts) required to verify that you meet the minimum qualifications.

For education obtained outside the U.S., any job offer will be contingent on the candidate providing an evaluation for equivalency by a [foreign credential evaluation service](#) prior to starting employment (and may be requested prior to interview).

For questions regarding this vacancy, please contact recruitmentinquiries@hcpss.org.

Equal Opportunity Employer

HCPSS celebrates diversity and is committed to creating an inclusive environment for all employees and applicants and prohibits discrimination, harassment, and retaliation of any kind. HCPSS is committed to the principle of equal employment opportunity for all employees in providing them with a work environment free of discrimination and harassment. All employment decisions at HCPSS are based on organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, veteran status or present military service, family medical history or genetic information, family or parental status, or any other characteristic protected by federal, state or local laws.