UNIVERSITY OF CENTRAL FLORIDA

JOB CLASSIFICATION

Job Title	Voice Communications Manager			**Job Code**	IT0230
Pay Plan	A&P	**Pay Grade**	20	**FLSA Status**	Exempt
Union	Non-Union			**Union Code**	0
Job Family	Information Technology			**Subfamily**	Applications Services

Job Family & Subfamily Summary

Information Technology Professionals plan, develop, maintain and support information technology systems and operations.

Applications Services Professionals provide application development, performance monitoring, application acceleration, and service discovery to optimally deploy, run and improve applications.

Job Summary

Performs project deployment, consultation, coordination, cooperative efforts, and technical expertise for UCF. Plans, designs, coordinates, procures, and installs unified communication services. Provides telecommunications consulting to university departments, such as, network design, engineering, implementation, and operations/user support, including maintenance, programming, technical support and strategic and tactical planning for voice services.

Representative Duties

1. Voice Communications

- Acts as Lead Voice Engineer for Unified Communications for UCF
- Installs and configures a variety of communications products and gateways as part of IP telephony system

2. Supervision and Training

- Trains customers on provisioning and system maintenance
- Creates project deliverables, including design summaries, migration plans, and Visio diagrams as appropriate
- Serves as administrator for a variety of servers and systems

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master’s
Certification(s)		
Licensure(s)		
Work Experience		
4+ years of relevant work experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.