

CC Communications Position Description

Job Title: ICT Manager

Department: ICT

Reports To: GM/CEO

FLSA Status: Exempt

Date Prepared: November 15, 2020

Approved By: 

Date Approved 

Wage Schedule: Salary

POSITION OVERVIEW:

The CC Communications ICT Manager is responsible for the overall planning, organizing, and execution of all Information and Communications Technology. ICT refers to all the technology used to handle telecommunications, IT, broadcast media, software systems, audiovisual processing and transmission systems, and network-based control and monitoring functions. Specifically, the ICT Manager directs the broadband engineering and IT workgroups with the assistance of the IT Supervisor.

Although ICT is often considered an extended synonym for information technology (IT), its scope is broader. ICT describes the convergence of several technologies and the use of common transmission lines carrying very diverse data and communication types and formats. Converging technologies that exemplify ICT include the merging of audiovisual, telephone and computer networks through a common cabling system. Moreover, with respect to CC Communications' network, ICT will bring both the corporate and service delivery networks under one umbrella. This structure recognizes the convergence of technologies that connect endpoints on each type of network, as well as the skill sets to deploy and maintain such networks.

The ICT Manager shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth

DISTINGUISHING DUTIES/RESPONSIBILITIES:

The ICT Manager takes ownership for recommendation of all information and communications technology hardware, software and strategy recommendations to the GM/CEO, and thereafter, ownership for uptime and impacts on service delivery to all internal and external endpoints.

EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES: The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in *italics*) are duties which may need to be performed but which are **not** essential duties of the position.

- Analyzes complex business needs and recommends solutions to the CEO for approval. Executes and implements approved solutions.
- Ensures consistency and maintainability of new and existing infrastructure by creating, maintaining, and enforcing standards and procedures for implementing technical solutions.
- Create and enforce written policies and procedures regarding all Internal and External Network and IT/computer operations.
- Maintain security of all data and systems and provide for reasonable data backups in the event of systems failures.
- Creates and maintains corporate network, Intranet, and e-mail systems.
- Reviews and coordinates software licensing.
- Sets standards for backup / recovery and documentation of essential network functions.
- Ensures that all expenses incurred do not exceed budgetary limits and all items purchased are valid.
- Plan, review, and maintain all bandwidth and special access agreements with Tier 1 providers to ensure capacity meets requirements.
- Monitor system device capabilities and status.
- Act as a coach, leader, mentor, catalyst and facilitator with Team Members; serve as a resource person for others.
- Directs and prioritizes the workload of subordinate personnel.
- Reviews all designs, code, and plans when applicable.
- Approves all business requirements prior to technical solution.
- Participates in all hardware and software evaluations and maintains vendor contracts.
- Represents Engineering at client or end user meetings when appropriate.
- Directs education programs for the staff.
- Prepares and delivers performance evaluations, salary reviews, conducts interviews and performs other required supervisory functions in cooperation with the HR Manager.
- Meet and collaborate with affiliate company teams, industry peers and organizations.
- Other duties as required or assigned.
- Attend training to maintain or obtain certifications.

QUALIFICATIONS:

Skills, Knowledge and Ability

- Ability to work in a high stress, multiple priority job

- Entrepreneurial vision with ability to create applicable business plans
- Proven ability to lead a progressive IT / Engineering group
- May require long hours, “on-call” nights and weekend work
- Ability to communicate technical concepts to technical and non-technical people
- Ability to manage concurrent projects and motivate professional staff
- Demonstrated aptitude and willingness to learn new technologies
- Well developed, professional written and oral communications skills
- Ability to work effectively as a team
- Ability to inspire and lead effectively
- Ability to effectively establish rapport and present information to staff
- Excellent prioritization and multitasking skills
- Exceptional organizational and interpersonal skills
- Effectively lead the department making critical support and customer decisions when required
- Excellent deductive reasoning and problem-solving skills
- Must have a clean driving record and be able to pass drug screening
- Interpersonal skills and tact sufficient to function as a contributing member of work groups (teams).
- Willingness to accept responsibility for own assignments/activities.

In depth knowledge in technologies, manufacturers, software, and hardware such as:

- Network: topologies, design, maintenance, and implementation
- Network and system security with firewalls, VPN's and routers
- FTTH standards and protocols
- MEF Standards
- Linux/Unix operating systems and server administration
- Redhat Enterprise Linux Operating System.
- Extensive knowledge of PC's, network hardware, network topology, operating systems, software, printers, gateways, routers, SAN/NAS, tape backup, UPS, patch panels,
- Remote add/drop multiplexers, xDSL protocols and standards, ATM circuits, TDM, Active Ethernet, GPON
- In depth knowledge of Windows Systems including Active Directory and Server 2012/2016
- In depth knowledge of server virtualization technologies such as VMware vSphere.
- Knowledge of TCP/IP, BGP, OSPF, Spanning Tree, Mac authentication, Tacacs,
- In depth knowledge of wireless Technologies
- Regulatory compliance; FCC, ARIN, OPUC and CALEA, OSHA
- Knowledge of IP Phone technologies/Services
- Knowledge of WireShark and ethereal sniffer
- Knowledge of Security packages and appliances
- Examples of manufacturers and hardware/software CC Communications utilizes:
- Extreme Networks switches and routers
- Juniper/BTI
- Taqua/Ribbon

- Calix Hardware and Services
- Broadsoft
- SonicWall, ForcePoint Firewalls
- Arris (Brocade ICX)
- IBM AS400
- Coriant (TellLabs) DAX
- TDM (Nortel, Alcatel)

SPECIAL REQUIREMENTS: Must possess a current Nevada driver's license. Must be bondable. May be required to attend out of town training or meetings requiring travel by car, bus, plane or other means. Must be available to work overtime, weekends, holidays and respond to emergency callouts.

EXPERIENCE and/or TRAINING: Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

- Completion of the requirements for a bachelor's degree in Computer Science or related field or comparable experience.
- A minimum of four (4) years of supervisory experience
- A minimum of eight (8) years of progressively responsible experience in Systems Engineering or IT which involved strategic planning, project management, quality assurance, and computer operations.
- A minimum of four (4) years of experience with high availability networks which involved network security, systems administration, network administration, database administration, applications analysis and development, information services management, or application/system support and information security.
- CAPM Certification (Certified Associate of Project Management) attained within six months of hire, a PMP (Project Management Professional) is preferred.
- Experience with Virtualization Environment (VMWare or Microsoft Hyper-V preferred), data storage products, (SAN and NAS) and familiar with RMM and MSP platforms.
- Attain OSHA 10 within 6 months of hire.
- Experience or certification in ITIL or similar standards organization

PHYSICAL REQUIREMENTS: The physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, stoop, sit and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting and stooping to access files and records is required. Sufficient manual dexterity and cognitive

ability to operate a personal computer using word processing, spreadsheets and databases. The ability to communicate face to face and via telephone. (Lifting requirement if applicable, e.g. ability to lift at least 25 pounds on a recurring basis and up to 40 pounds on an occasional basis; with help.)

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING ENVIRONMENT: Work is performed under the following conditions: Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur.

Employee's Signature

Date

Manager's signature

Date

