

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: MANAGER, IT BILLING & TELECOMMUNICATIONS HELP DESK

Reports To: Designated Supervisor

UW Job Code: 5268

UW Job Family: 38

SOC Code: 15-1232

FLSA: Exempt

Pay Grade: 24

Date: 4-1-22

JOB PURPOSE:

Direct, manage and supervise all IT Billing and Telecommunications Help Desk responsibilities. Analyze and forecast revenue and expenses for IT services. Manage special projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the daily operational functions for Telecom Help Desk & IT Billing by supervising staff to ensure requests are completed accurately and efficiently to meet our customer's needs.
- Responsible for all IT billing and reconciliation of IT revenue streams, totaling over \$3 million annually.
- Develop budget recommendations and monitor expenditures for assigned areas.
- Create and manage comprehensive budget reports and databases to provide departments' accurate expense information.
- Manage and oversee the IT billing and ticketing system, including but not limited to the application and data management.
- Analyze and coordinate the creation of complex work orders for telephone and data services.
- Provide project management and oversight of telecom services for new or renovated buildings including daily task management with the telecom technicians and network staff.
- Coordinate with faculty, staff, students, administration, and other personnel concerning telecom services and needs; maintain production support for systems by working with customers on upgrades and enhancements or new products.
- Provide technical expertise and guidance to customers, by investigating issues, research solutions, and provide problem resolution to customers.
- Cultivate, manage, and maintain vendor relationships for telecom services on and off campus.

- Design and implement reconciliation reports and databases, to ensure accurate records within the telecommunication and billing systems for accurate billing of services and consistent revenue streams.
- In-depth analysis of telecom invoices and carrier bills inclusive of tracking, reviewing, auditing, optimizing, and processing for payment. Provide oversight and processing of telecom services, ensure contracts are consistent with telecommunications policies and operating procedures.
- Computer programming languages in use in the area.

SUPPLEMENTAL FUNCTIONS:

- Perform programming for voice features in the proper platform.
- Participate in special projects as assigned and act as project lead on designated tasks.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Research, troubleshoot and escalate network connectivity complications.
- Provide user training for telephone, voicemail, and data services.
- Provide user training for IT billing system and retrieval of statements.

COMPETENCIES:

- Attention to Detail
- Individual Leadership
- Service Orientation
- Technical/Professional Knowledge
- Quality Orientation
- Analysis/Problem Identification
- Collaboration
- Work Standards

MINIMUM QUALIFICATIONS:

Education: **Bachelor's Degree**

Experience: **At least 3 years of experience in technical support and service.**

- **Experience in supervision of technical support staff is preferred.**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Data/voice communication systems and equipment.
- Basic, routine, and advanced computer and/or telecom hardware configurations and capabilities.
- Network systems.
- Basic, routine, and advanced network protocols and topologies at the department or sub-Enterprise level.
- University, federal and state policies, regulations, and procedures.
- Advanced business practices, financial reporting, and cost projections.
- Current and emerging trends in technologies, techniques, issues, and approaches.

- Advanced computer applications and computerized accounting systems.
- Supervisory training methods and techniques.

Skills and Abilities to:

- Communicate basic, routine, and advanced technical information clearly and concisely both written and orally.
- Ability to work independently and as a member of the IT team.
- Diagnose, analyze, and resolve data/voice system or equipment problems.
- Effective communication and customer service skills.
- Balance and reconcile accounts following accounting policies and procedures.
- Prepare computerized financial reports and make projections.
- Critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Provide cost projections and estimates.
- Use computer applications, including spreadsheets, databases, graphs, charts, and a computerized accounting system.

WORKING CONDITIONS:

Standard office working environment; no major sources of discomfort. Continual use of terminal displays; occasional exposure to mechanical parts or electrical shock.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.