

InterOperability Manager I

Function of Job:

Under general supervision, assist in managing vendor relations by maintaining test schedules and exercising customer service procedures by exercising judgment within defined procedures and practices; assist in coordinating new technical services (e.g. emerging data communication testing); and serve as a lead technical developer or project manager in order to improve current services (e.g. Ethernet, IP and Wireless testing) through research and development supported by the InterOperability Laboratory (IOL)* environment.

Characteristic Duties and Responsibilities:

1. Customer service-client relationship management: assist in planning, executing and resolving of issues with technical setup and operation of current services; manage relations with current customers; matriculate new customers; assist in building new services based on current customer input.
2. Project management: assist in preparing project reports and project plans; manage project teams of software developers and hardware student engineers in order to improve current services through research and development.
3. Software development: develop, design, and maintain a suite of basic manual and automated tests to enhance current services.
4. Hardware development: develop, design, evaluate and maintain new basic test tools; analyze basic root cause failures, and effect closure on issues for current services.
5. Documentation: develop and maintain detailed networking test plans based on open standards, software/hardware documentation; provide input to industry groups and/or standards organizations on technical documentation.
6. Trade show/event technical support: support technical requirements, setup and booth duty at trade shows; assist with planning, organizing, and executing IOL group test events.
7. Confidentiality: maintain confidentiality of proprietary information and project identification.
8. Training: implement laboratory training policies; train and mentor employees as assigned.
9. Testing: support technical requirements, setup, maintenance, and operation of test services; maintain testing schedule for assigned projects.
10. Strategic management: Participates in strategic discussions related to project and laboratory operations.
11. Travel: light travel to customer sites, trade shows, and forums as needed for test service and test tool development.
12. Expertise: maintain basic level knowledge in a specialized technology in the data communication industry.
13. Supervision: supervise students as assigned.
14. Participate in institutional professional development and training.
15. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in Electrical Engineering or Computer Science and two years of experience in technology appropriate to project such as IPV6, high-speed ethernet and mobile, and/or other technology as defined by the IOL.
2. Basic demonstrated understanding of data communications; communication between computer systems or devices and testing practices and methodologies as required by project.
3. Basic knowledge of TCP/IP networking.
4. Basic experience creating technical documents
5. Basic troubleshooting experience; ability to respond quickly and isolate basic issues occurring during test services.
6. Ability to work both independently and as a team member.
7. Ability to travel.
8. Effective oral and written communication skills.

Additional Desirable Qualifications:

1. Project management experience.
2. Business Development and Marketing experience
3. Customer service – client relationship management experience.

7-17-09
System Approval

7-17-09
Effective Date

*The IOL is a laboratory that fosters interoperability by providing neutral, third party testing services to the data communications industry.

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.