# InterOperability Manager II

## Function of Job:

Under general supervision, apply highly developed expertise to manage vendor relations, which deals directly with potential customers and is the first point of contact; develop, track and report key performance measurements for the project; develop and implement process and procedures to improve operational efficiency; and serve as a lead technical developer or project manager for new technical services (e.g. emerging data communication testing) through research and development or manage one or more of the InterOperability Laboratory(IOL)* functions within marketing, internal IT, training, financial, facilities, etc.

## Characteristic Duties and Responsibilities:

1. Customer Service - Client relationship management: Responsible for total customer relationship; identify and prioritize opportunities, develop solution strategies; measure and maintain customer satisfaction.
2. Project management: create and maintain project budgets and reports, such as quarterly financial project reports; implement projects plans for new services; and manage project teams and project leads of software developers, hardware engineers.
3. Software development: develop, design, and maintain a suite of advanced manual and automated tests to enhance current and new services.
4. Hardware development: develop, design, evaluate and maintain new advanced test tools; analyze advanced root cause failures, and effect closure on issues for current and new services.
5. Documentation: develop technical white papers and technical publications; identify and plan for new test plan development for current services.
6. Internal operations: manage operations/support team for one or more laboratory coordination roles; provide project oversight of internal database, IT, training, facilities, CRM, or financial support systems; integrate support team outcomes with strategic teams; provide input to strategic team.
7. Trade show/event technical support: develop procedures for test event technical requirements, setup, and data collection; plan, organize and execute group test events operated under project.
8. Confidentiality: maintain confidentiality of proprietary information and project identification.
9. Training: provide input on laboratory training strategy; train and mentor employees on advanced concepts.
10. Testing: develop technical requirements, setup, maintenance, and operation of new test services; improve operational efficiency for current testing services.
11. Strategic management: Provides input and implements strategic decisions related to project and laboratory operations.
12. Travel: travel to customer sites, trade shows, and forums as needed to track information necessary for developing new opportunities.
13. Expertise: maintain expert knowledge in a specialized technology in the data communication industry.
14. Supervision: supervise staff and students as assigned.
15. Participate in institutional professional development and training.
16. Perform related duties as assigned.

## Minimum Acceptable Qualifications:

1. Master'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; or Bachelor's degree and four years of related experience (technical business development, networking industry, testing, quality assurance).
2. Ability to work both independently and as a team member.
3. Advanced understanding of testing practices and methodologies.
4. Advanced knowledge of TCP/IP networking.

5. Advanced troubleshooting experience; ability to respond quickly and isolate advanced issues occurring during test services.
6. Ability to travel.
7. Experience creating technical documents.
8. Customer service – client relationship management experience.
9. Effective oral and written communication skills

**Additional Desirable Qualifications:**
1. Advanced technical knowledge in field.
2. Advanced Business Development and Marketing experience
3. Advanced knowledge of project life cycles.
4. Experience performing and executing project and strategic management.
5. Participation in standards group or industry forum.

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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.**