InterOperability Manager III

Function of Job:
Under general supervision, apply professional experience to drive strategic development in order to achieve the InterOperability Laboratory's (IOL)* revenue goals and set direction for the IOL; strategically oversee and evaluate cross-functional work relations within the IOL; and conduct intensive research pertaining to developing new services (e.g. emerging data communication testing) and product developments (e.g. technical intellectual property) by developing collaborative customer relationships with technical industry forums, standards bodies and industry leaders.

Characteristic Duties and Responsibilities:
1. Strategic management: maintain knowledge of forums, standards groups, and industry leaders and track all that are relevant to strategic planning; hold external chair positions when possible; coordinate industry input for strategic planning; procure new customers, testing opportunities, and projects; provide high-level oversight and management of customer relations; translate strategy into direction for project teams; measure the effectiveness of the organizations strategy.
2. Academic development: work with academic departments to facilitate research, publishing, and teaching opportunities, such as IOL training; facilitate scholarship and internship programs; interface with the university administration and/or academic departments.
3. Customer Service - Client relationship management: Provide strategic leadership in maintaining current services and developing new services; develop policies and procedures for customer problems.
4. Project management: review and approve project budgets; perform strategic planning for current and new projects; and manage project teams of software developers, hardware engineers, and project leads, including hiring, review, and assignment of staff and students.
5. Software development: develop, design, and maintain highly complex software for new services.
6. Hardware development: develop, design, evaluate and maintain highly complex test tools for new services.
7. Documentation: provide input to industry groups on technical documentation; prepare strategic plan for new test plan development; review and approve technical documents.
8. Internal operations: oversee and review laboratory coordination roles for internal database, IT, training, facilities, CRM, or financial support systems; integrate strategic team with support teams; provide direction to support teams.
9. Trade show/event technical support: develop new trade show and test event opportunities; collaborate with industry to market these opportunities.
10. Confidentiality: maintain confidentiality of proprietary information and project identification.
11. Training: approve laboratory training strategy; train and mentor on complex concepts.
12. Testing: strategically review the design technical requirements, setup, maintenance, and operation of test services.
13. Travel: travel to customer sites, standards bodies, trade shows, conferences and forums as needed to track information necessary for strategic planning.
14. Expertise: maintain master level knowledge in a specialized technology in the data communication industry.
15. Supervision: supervise staff and students as assigned.
16. Participate in institutional professional development and training.
17. Perform related duties as assigned.

Minimum Acceptable Qualifications:
1. Master's degree in Electrical Engineering or Computer Science and four 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 six years of related experience (technical business development, networking industry, testing, quality assurance).
2. Master complexity level understanding of testing practices and methodologies.
3. Master complexity level knowledge of project life cycles.
4. Master complexity level knowledge of TCP/IP networking.
5. Master level complexity technical knowledge in field.

6. Master level complexity troubleshooting; ability to respond quickly and isolate master level complexity issues occurring during test services.
7. Strategic management experience.
8. Ability to work both independently and as a team member.
9. Ability to travel.
10. Experience creating technical documents.
11. Customer service – client relationship management experience.
12. Experience directing large projects with organization-wide focus.

Additional Desirable Qualifications:
1. Business Development and Marketing experience
2. Work experience in higher education.
3. Experience performing and executing project and strategic management.
4. Participation in standards group or industry forum.

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.