

Voice Network Manager

The Mississippi Department of Information Technology Services (ITS) is seeking a qualified person to fill the role of Voice Network Manager. Under the direction of the ITS Telecom Director, this position is accountable for the managing, planning, and development of staff within the roles of this job family. This position will also maintain contracts and vendors.

Key Responsibilities:

- Managing Voice network engineers that are responsible for the Enterprise Voice Network and Project Managers that will take lead on projects that may cross divisions
- Implementation of State telephony solutions within the Capitol Complex as well as across the State
- Assist with RFP requirements for our Avaya contract in addition to managing vendors and managed services that will be a part of the Avaya contract
- Work with the Telecom Director to influence the direction of voice services provided to our customers
- Work with agency technical staff and/or vendors in resolving issues with any voice system that ITS manages
- Research emerging technologies as related to the State voice network and what agencies are requesting to enhance their customer service experiences
- Monitoring voice systems that fall under the Voice Network area and contact vendors if issues aren't resolved within the agreed SLA

Preferred Skills:

- Strong customer-service, oral and written communication, technical documentation, time management, and project management skills
- Able to understand and analyze "big-picture" concepts
- Excellent change impact analysis skills for break-fixes, upgrades, and patches
- Ability to take a concept or goal from requirements and manage it through the complete lifecycle of the product or solution
- Ability to work in a dynamic, high-demand, high-visibility position while keeping a professional attitude and composure
- Understanding of basic networking and troubleshooting

Qualifications:

Typically requires a Bachelor's Degree and 8-10+ years of IT experience with emphasis on network operations and administration.

Benefits:

- Insurance: Health, Life, Dental, Vision, other supplementals.
- Paid Time Off/Holidays
- Retirement Plan
- Employee Assistance Program
- Hybrid Remote Work Policy for eligible employees

Job Type: Full-Time (8 AM to 5 PM, Monday-Friday)

Salary: \$73,673.08-\$100,563.75 per year

- Interested applicants should email their resume to recruiting@its.ms.gov and **include the position title in the email's Subject Line.**