Manager Facilities and Technical Services - Insight Park

Definition of Class
This is a supervisory position in which incumbent manages and coordinates facility operations and data service systems for Insight Park (IP). The incumbent schedules and supervises the work of external contractors, manages warrant issues, procures facility equipment and supplies, manages information technology and data services, oversees tenant training in facility rules and regulations, data systems and emerging telecommunications innovations focused on business success. Position reports to the Executive Director, Insight Park.

Examples of Work Performed
Manages the facilities’ building management systems.

Inspects facilities and prepares reports; assures the facilities are safe, orderly and in good repair; and coordinates with tenants and service contractors to solve problems.

Selects and supervises external contractors for maintenance, repair, and facilities operations.

Procures maintenance supplies, manages warranty issues, and updates equipment inventory.

Develops annual and long-term facilities preventative maintenance budgets.

Maintains facilities records and drawing including equipment and material warranties and manuals.

Installs, configures and maintains various operating systems, video conference equipment, computers and network equipment. Provides IP on-call technical support; monitors and maintains the IP and Innovation Center (IC) networking services and websites; and assists student workers with IP networking and troubleshooting.

Collaborates with tenants to determine technology service solutions to their business challenges, advises tenants on information technology security issues, risks and mitigation techniques and trains tenants on IP networking, teleconferencing, social media and emerging technologies.

Deploys and maintains a data backup solution for IP and the IC staff.

Coordinates with UM’s Department of Health and Safety to ensure the proper disposal of hazardous substances, safe installation of equipment, accident reporting, development of safety policies, conduction of safety inspections and training, maintenance of safety records, and coordination UM Health and Safety standards with IP work practices.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Manages and coordinates facility maintenance and operations.

2. Manages information technology and data service systems procurement, installation, maintenance and support.

3. Coordinates with UM’s Department of Health and Safety on the development and implementation of appropriate safety
policies and practices.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 25 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit; talk and hear; and use hands to finger, handle or feel objects, tools or controls. The incumbent is periodically required to reach with hands and arms. The incumbent is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
Bachelor’s Degree from an accredited four-year college in Information Technology, Telecommunications or a related field.

AND

Experience:
Three (3) years of experience related to the above described duties.

Substitution Statement:
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements
Any candidate who is called to an agency for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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