



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Technology Services Manager	Bargaining Unit	Non-represented
Functional Job Family	Information Technology	Classification #	8248
FLSA	<input checked="" type="checkbox"/> Exempt - Administrative <input type="checkbox"/> Non-Exempt	Salary Grade #	323
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	9/1/2014

Classification Description:

Manage, coordinate and sell telecommunications and computer networking services for assigned facility and its event clients and exhibitors. Work collaboratively with sales, events and operations staff. Supervise full- and part-time staff involved in the installation and maintenance of equipment.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Generates revenue by selling Internet, WiFi, networking and telecom services to Oregon Convention Center (OCC) clients. Negotiates pricing as required using independent discretion. Provides telecom/Internet sales. Consults with clients on technology related requirements for their event. Provides price quotes and suggests Internet and telephone services. Assists Director of Sales and Sales Managers by providing Internet/WiFi service quotes on services for potential future events. Responsible for meeting and exceeding annual sales budget for the department while keeping expenditures down.
2. Supervises, plans and directs work of full-time and part-time telecom IT service staff in the setup and support of events at OCC. Directs work and disciplines employees as necessary. Completes annual performance reviews. Provides recommendations for hiring and termination.
3. Supervises, plans and coordinates installation, maintenance, repair and removal of telecommunications equipment and related cabling system for the facility and its events.
4. Plans and directs the installation, maintenance, repair and removal of computer networking services, including local area network (LAN) and wide area network (WAN) systems, for the business office and scheduled events.



5. Oversees the installation and maintenance of facility electronic and other signage.
6. Manages and maintains closed-circuit television system, including design, installation and troubleshooting.
7. Consults with Sales and Operations management and recommends pricing for telecom and Internet-related services. Assists in marketing services and recommends technical information for website.
8. Provides technical and backup support for telecom and Internet services for events scheduled at Portland Expo Center.
9. Implements and oversees telecommunications and network infrastructure for capital projects.
10. Monitors and tracks telecommunications and information systems activity and revenue; reconciles and closes all related work orders.
11. Oversees the work of vendors and contractors; coordinates activities with clients, exhibitors, vendors, contractors and other departments to ensure services are appropriate and performed in an efficient and timely manner;
12. Manages and maintains inventory of equipment and supplies.
13. Provides strategic support, including input to the planning process for short- and long-term goals. Responsible for carrying out strategic initiatives.
14. Assists in developing and administering the annual department budget. Monitors service levels, labor costs, products and prices, and facility and maintenance needs to help assure compliance to established budget and to provide input to budget formulation and service planning; may include sales forecasts and cost/project estimates, and contract management.
15. Develops and maintains procedures, standards and processes.
16. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records and files.
17. Coordinates efforts and activities with other internal work units and departments and with outside agencies and organizations, and contractors. Participate on, and/or lead, various committees, meetings and workgroups.
18. Maintains, and exhibits discretion with, confidential and/or sensitive information.
19. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust;
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others;



- Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations;
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work;
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection;
 - Work assigned schedule(if applicable); exhibit regular and predictable attendance;
 - Practice safe work habits
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules, applicable law, and collective bargaining agreements as appropriate.
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

Secondary Functions:

1. Provides back-up and technical support to Metro IT.
2. Provides temporary phone or internet connections.
3. Other duties which may be necessary or desirable to support the agency’s success.

Supervisory Responsibilities:

This position supervises full-time and part-time Telecom Information Systems Technicians.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor’s degree in business administration, information systems, marketing or related field and
- Minimum of 4 years of experience managing the installation, maintenance and repair of technology services and
- Minimum of two years of sales experience and
- Experience with supervising or directing the work of staff or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Current and valid Oregon State Limited Energy Electrical License Class B (LEB)
- Must possess a current and valid Cardiopulmonary Resuscitation Certification

Knowledge, Skills and Abilities:

- Knowledge necessary to sell Internet/WiFi & Telecom services at OCC
- Methods and materials of telecommunications systems equipment and operation
- Principles and techniques of maintenance and repair of telephone systems and related equipment
- Basic physical network design and maintenance, including LAN, WAN and related cabling



- Provide quality customer service to clients with a wide variety of technical skills
- Direct customers to the best solution for them and OCC
- Supervise, lead and give direction to staff
- Analyze information and use logic to resolve issues and problems
- Read and interpret instructions, drawings and/or diagrams
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Troubleshoot difficult technical problems
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work nights, weekends and holidays

Physical Demands / Work Environment:

- Frequently required to sit for extended periods of time; while working at a computer monitor
- Occasionally required to stand and/or walk for extended periods of time
- Rarely required to perform repetitive motions of hands and wrists; see and/or respond to visual cues and/or distinguish color; hear and/or respond to verbal/audio cues; stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; work near or around electricity
- Rarely required to balance and/or climb; lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; exposed to outdoor weather conditions

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date