Downloaded from <https://www.velvetjobs.com/job-descriptions/manager-network-operations>

# Example of Manager, Network Operations Job Description

Our growing company is looking to fill the role of manager, network operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager, network operations

* Ensure technical development, coaching and training of call center personnel across all three shifts
* Work with staff and other groups to escalate, troubleshoot and resolve complex customer issues within a 4-hour Mean Time to Repair and partnering with Service Assurance internal departments
* Work with internal groups, vendors, and carriers to resolve network problems
* Ensure staffing levels provide 24x7 365 coverage
* Project manage complex technical projects, and communicate status to internal customers
* Conduct regular staff meetings and monthly employee one-on-ones
* Set performance expectations and complete performance evaluations
* Follow disciplinary action procedures and document human resource issues
* Available for rotational on-call after hour support as needed
* Ensure proactive customer communication throughout ticket lifecycle

## Qualifications for manager, network operations

* Proven experience advising clients in the area of technology as well general controls
* Setup partner passbacks
* 3 to 4+ years of related management experience of LAN/WAN environment
* Minimum 3 years experience with managing small team of approximately 5 team members
* Applicant needs to have developed professional written and verbal communication skills including the ability to mentor and develop employees
* CCNA, CCNP, CCIE, CISSP preferred