

## **NYSERNet Position Description**

**Position Title:** Director, Member Services and NYC Dark Fiber Program  
**Title of Immediate Supervisor:** President  
**Program/Department/Unit:** Membership Services

### **Main Function:**

The Director of NYSERNet's Member Services and NYC Dark Fiber Program plays a crucial role in ensuring NYSERNet's continuing success by: (a) ensuring that the needs of participants in the NYSERNet Research and Education Network, NYC Dark Fiber and Global Exchange are identified and satisfied, (b) contributing to the growth of member participation in these programs, and (c) promoting the retention of existing program participants. The Director accomplishes these ends through collaboration with NYSERNet's staff, members and program participants, and by acting as member liaison and lead member advocate. The Director serves as co-lead (with the Director of NYSERNet Member Services and K20 Program) on sales of Research and Education Network, and as lead on sales of NYC dark fiber and colocation services, ably assisted by NYSERNet's team of network engineers and project manager.

### **Duties and Responsibilities:**

#### **Member Services**

- Proactively seek opportunities to connect institutions to the NYSERNet Research and Education Network.
- In collaboration with NYSERNet colleagues, develop an annual program plan and work to achieve its successful implementation, providing routine progress reports.
- Represent NYSERNet at regional events where current and prospective members gather.
- Participate in product and service development efforts by continuously scanning for and identifying potential opportunities and by representing member interests.
- In collaboration with NYSERNet colleagues, lead efforts to respond to RFPs, establishing and managing response schedules, drafting response content, seeking supporting proposals from subcontractors, and ensuring that all response requirements are satisfied.
- Protect the interests of NYSERNet's greater membership by helping to ensure that NYSERNet does not make commitments that carry undue financial jeopardy.
- Assist in the development of new and revised customer and vendor service agreements.
- Participate and/or lead vendor negotiations relative to program-area.
- Provide training and support to NYSERNet staff engaged in selling program-area services.
- Participate in NYSERNet projects as representative of program-areas and/or as subject matter expert.
- Represent NYSERNet in Quilt and Internet2-related activities, including conferences, meetings and working groups.
- Participate in NYSERNet's weekly Membership Projects meeting. Attend, when available, NYSERNet's weekly Network Projects and Operations meeting.

### **NYC Dark Fiber Program**

- In collaboration with NYSERNet colleagues, members and vendors, lead the NYC Dark Fiber Program through a successful transition from the current IRU-based program to a future offering(s) that is aligned with member needs, NYSERNet's mission and potential opportunities.
- Manage relationships with key vendors, and serve in the escalation path relative to support, technical service, contractual, and billing issues.
- Respond to member requests for services by working with NYSERNet and vendor engineers to develop appropriate solutions and corresponding quotations.

### **Global Exchange**

- Manage relationships with key vendors, and serve in the escalation path relative to support, technical service, contractual, and billing issues.
- Respond to member requests for services by working with NYSERNet engineers and vendors to develop appropriate solutions and corresponding quotations.

### **Vendor Management**

- Develop and maintain relationships with existing and potential local loop providers to ensure that NYSERNet's members receive optimal pricing and service advantage.

### **Knowledge/Experience:**

- Bachelor's degree or equivalent with appropriate course work in related fields.
- Experience working with non-profit organizations, preferably higher education and K12, to design and implement technology-related services, preferably network-related services.
- Experience managing commercial vendors.
- Knowledge of concepts related to wide area networking, including dark fiber, and managed services (e.g. commercial local loops.)
- Experience with the sales process, including prospect identification and qualification, and quoting; as well as customer implementation, retention and overall relationship management.
- Demonstrated leadership ability, including a strong willingness and ability to work collaboratively with others, and a proven ability to successfully lead complex projects.

### **Working Environment:**

Primarily a Microsoft desktop environment, including Office 365, Windows 10, Word, Excel, SharePoint and Visio. Occasional work outside of non-traditional hours and travel to NYSERNet current and prospective member offices/facilities is sometimes required.

NYSERNet is an Equal Opportunity Employer.