



## Operations Technical Systems Manager Job Posting

Roger Williams Park Zoo of Providence, Rhode Island, is one of the nation's oldest zoos and home to over 100 animal species. Our culture is built on our core values: community, fun, innovation, diversity, integrity, sustainability, and excellence. We value our role in the community as a treasured place for families and a trusted resource for learning; we create a sense of community for our staff and contribute to the global conservation community. We provide a fun experience for our guests and believe that a fun environment is essential to create a great workplace. We are willing to take risks, to propose novel ideas and to think "out of the box". Bold dreams are welcome here. We act with respect toward all. We value diversity and are intolerant of bias. Integrity and honesty drive our business practices and our relationships with each other and our constituents. We are driven by our vision of greater sustainability in our environmental practices and in our business model. We believe that by establishing a sustainable financial base we can best achieve our goals. We are always striving for excellence. We work to exceed expectations in all areas.

We are currently recruiting for a full-time, year-round, exempt, Operations Technical Systems Manager. The Operations Technical Systems Manager is responsible for overseeing all security support systems, phone systems, public address systems, and radios for the Operations Department. This position reports to the Deputy Director of Operations

### **RESPONSIBILITIES**

- Manages all systems related to intrusion and access control including card access systems, burglar alarms, locks installation, key distribution and card swipe system. Design, install, and control systems to meet standards of commercial UL listing requirements.
- Manage the zoo's inventory of two-way radio system including acquisition of new radios and repair of existing radios, enforcing compliance of FCC rules and submitting required forms for operations to the FCC.
- Manage the zoo-wide public address system including maintenance of all system components.
- Manage the department's inventory of CCTV equipment including all remote camera installations and recording devices.

- Install and terminate communication feeds for phone lines, internet, and video. Troubleshoot and modify extensions when problematic.
- Act as Manager on Duty for the Operations Department when Deputy Director of Operation is not available.
- Act as Snow Captain when assigned by the Deputy Director of Operations.
- Performs other duties as assigned.

### **Competencies:**

#### *Required Experience and Education:*

Completion of an Associate's Degree in Electronics or related field from an accredited college or university; or equivalent combination of education and experience plus minimum of three years of experience with:

- using available outputs and relays and Building automation packages such as TotalControl.
- large DVR video systems with matrix controllers, fiber video transceivers, RS485 PTZ Controls in a command like setting and video distribution to remote sites.

#### *Preferred Experience and Education:*

Recent experience working with diverse populations and fluency speaking additional languages a plus.

#### *Competencies:*

1. Extensive knowledge of:
  - electronics, specifically, audio visual and digital recording.
  - phone terminology and features with mastery of tip ring circuits, CO, PRI, and both digital and analog equipment, preferably Panasonic Hybrid PBX technology.
  - enterprise card access and burglar alarm systems with experience working in a large institutional setting managing a minimum of 100 doors and hundreds of cardholders, preferably GE Alliance Platform.
  - policy and procedure documentation standards.
2. Proficiency at communication wiring including CAT5, RG-59, RS-232, and RS485.
  - Familiarity and substantial understanding of:
    - wiring schematics and the ability to read plans.
    - CMMS and Controlled Access Systems.
    - database administration including Access and SQL.
3. Ability to:
  - analyze and solve problems.
  - plan, develop, and manage computerized data control systems, programs, and procedures.
  - establish and maintain efficient and cost-effective operating procedures and practices, examining and re-writing operations procedures, formulating policy, and developing and implementing new strategies and procedures.
  - investigate and analyze information and to draw conclusions.
  - provide technical guidance and leadership to professional personnel in area of expertise.
  - develop and deliver presentations.
  - develop, plan, and implement short- and long-range goals.

- maintain effective working relationships with other departments, staff, professionals from other zoo organizations, and the general public.
4. Strong:
- oral and written communication skills.
  - organizational skills.

*Additional Requirements:*

- Proof fully vaccinated for COVID-19 or obtains a qualified approved exemption prior to employment start date. Being fully vaccinated means that an individual is at least two weeks past their final dose of an authorized COVID-19 vaccine regimen.
- Valid driver's license.
- Flexibility to work Sunday thru Thursday schedule, holidays and occasional evenings.
- 24 hour on-call availability for Zoo emergencies, including storm response.
- Successful completion of a background check.
- Occasionally required to move or lift objects up to 50 pounds.

As an Operational Technical Systems Manager, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

Interested candidates are encouraged to send a cover letter, resume and salary requirements to:

Roger Williams Park Zoo  
**ATTN: Operational Technical Systems Manager**  
1000 Elmwood Ave  
Providence, RI 02907

-or-

[employment@rwpzoo.org](mailto:employment@rwpzoo.org)

*We love diversity! We strongly encourage people of all colors, races, sexual orientations, genders, gender identities, sexual preferences, physical abilities, mental abilities, income levels, backgrounds and experiences apply.*



ACCREDITED BY THE  
**ASSOCIATION  
OF ZOOS &  
AQUARIUMS**

[rwpzoo.org](http://rwpzoo.org)

