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# Manager, Standards & Publications Operations

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## OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. Our vision is to be the preeminent ICT resource for the connected world with focused values in integrity, service, and excellence.

## SUMMARY

The Manager of Standards & Publications Operations supports the Director in overseeing the daily functions of BICSI's Publications and International Standards Program. This role manages the operations of BICSI's standards and publications volunteer groups, administers essential policies and processes, and collaborates with other departments to enhance BICSI's reach, offerings and reputation. The Manager ensures operational success and contributes to the organization's growth under the direction of the Director and the oversight of the Vice President.

## SUPERVISORY ROLE

May be required to supervise some department employees.

## DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to execute each essential duty satisfactorily. Reasonable accommodation may be provided to enable qualified individuals with disabilities to perform these functions.

- **Operational Management:**
  - Manage the day-to-day operations of BICSI's standards and publications activities under the guidance of the Director.
  - Manage and administer standards activities, including preparing, formatting, and issuing ballots, as well as creating ballot tallies and adjudication materials to meet ANSI accreditation requirements.
  - Process necessary forms and documentation for the success of the International Standards Program.
  - Manage project roadmaps, development timelines, and status updates for continuous process improvement.
  - Manage processes for translations, reprints, and permissions, ensuring proper use of copyrighted material.
- **Volunteer Group Support and Development:**
  - Facilitate discussions and development of standards in line with BICSI's regulatory framework, as directed by the Director. This may include being appointed as the Staff Liaison to a BICSI standards or publications-related volunteer group.
  - Collaborate with the Volunteer Services and Professional Development departments to develop training materials and aids for volunteer group members.
  - Maintain close contact with volunteer group leadership to execute chartered activities and enhance efficiency.
  - Support volunteer participants in creating and developing new areas for standards and publications development. Enhance volunteer group activities to maximize efficiency and effective meeting management.
- **Compliance and Audit Support:**
  - Assist in responding to ANSI audits, including document preparation, data collection, participation, and reporting on progress and outcomes, in collaboration with the Legal Affairs Department.
  - Ensure all program activities comply with legal, regulatory, and accreditation standards, coordinating with the Legal Affairs Department as needed.
  - Assist in managing conflicts that arise during standards development.

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- o Identify potential risks associated with program operations and develop strategies to mitigate them in consultation with the Legal Affairs Department.
- **Educational Programs and Industry Engagement:**
  - o Coordinate with the appropriate departments to plan and execute workshops, webinars, and educational programs addressing current industry trends and needs.
  - o Develop and disseminate educational materials about BICSI's standards and publications.
  - o Organize training sessions for volunteers, staff, and industry professionals.
  - o Evaluate the effectiveness of educational initiatives and adjust as needed.
- **Stakeholder Communication:**
  - o Maintain effective communication with industry volunteers and stakeholders to encourage participation in BICSI's programs. Report significant issues to the Director.
  - o Maintain volunteer group information on the BICSI website and other platforms.
  - o Contribute to BICSI technical publications and standards processes, such as the *BICSI Brief*, *BICSI ICT Today*, and other relevant outlets.
  - o Represent BICSI at external events, conferences, and meetings as directed by the supervisor.
  - o Act as a point of contact with other organizations (e.g., NFPA, IEEE) as directed.
  - o Respond to general inquiries regarding BICSI technical publications.
- **Data Analysis and Reporting:**
  - o Collect and analyze data related to program performance and industry trends.
  - o Prepare detailed reports on the program's effectiveness, reach, and impact for BICSI leadership and stakeholders.
  - o Use insights from data analysis to inform operational improvements.
- **Innovation and Continuous Improvement:**
  - o Stay current with industry advancements and integrate innovative practices into the program.
  - o Promote a culture of innovation and adaptability within the team and volunteer groups.
  - o Regularly review and refine operational processes to incorporate industry best practices.
- **Collaboration with Internal Departments:**
  - o Collaborate with various internal departments — including Legal Affairs, Marketing, Professional Development, Volunteer Services, Certifications, Meeting Services, and Membership — under the direction of the Director, to ensure alignment and coordination across organizational initiatives.
- **Other duties as assigned.**

## REQUIRED SKILLS/ABILITIES

### Computer Skills:

To perform this job successfully, an individual should have:

- **Proficiency in Microsoft Office Suite:**
  - o Essential applications: Word, Excel, PowerPoint, Outlook
  - o Project management tools: Project, Visio
  - o Collaboration platforms: Teams
- **Experience with Adobe Software:**
  - o Relevant applications such as Acrobat (for PDF management)
- **Familiarity with Association Management Systems (AMS):**
  - o Experience with AMS platforms or Customer Relationship Management (CRM) systems relevant to nonprofit organizations
- **General Strong PC Skills:**
  - o Competence in internet research, file management, and using virtual collaboration tools (e.g., Zoom, Microsoft Teams)

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## TRAVEL

20% (primarily by air): Travel to BICSI conferences, 2-5 non-BICSI Standards meetings, ranging from 1-5 days in length, other industry events as required. Must be able to obtain a U.S. passport.

## EDUCATION AND EXPERIENCE

- **Required:**
  - High School diploma or equivalent.
  - Minimum of two (2) years of relevant operational management experience.
  - Minimum of two (2) years of experience in technical standards and publications development as staff or volunteer leader required, preferably in a high technology industry related to ICT or engineering.
- **Preferred:**
  - Bachelor's degree in a relevant field such as Engineering, Information Technology, Communications, Business Administration, Technical Communications, Management, or a related discipline.
  - Experience in the ICT or telecommunications industry.
  - Experience with ANSI standards development, processes, and accreditation requirements.
  - Nonprofit association experience.

## PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

## COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

**Problem Solving** – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** – Potential to coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time within.

**Customer Service** – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

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**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Teamwork** – Balances individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; Contributes to building a positive team spirit.

**Change Management** – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

**Leadership** – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** – Works within budget; Conserves organizational resources.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Adaptability** – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

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**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.