

IT-Telecom Analyst Career Ladder Matrix

	Telecom Analyst Family			
Job Title	Analyst Telecom II	Analyst Telecom III	Analyst Telecom, Sr	Mgr, Telecommunications Svcs
Job Code	MC2062	MC2061	MC2060	MC0070
Pay Grade	7C	73	74	75
Position Summary	This role is responsible for the efficient use of the University's Call Accounting system including system administration, daily operations, implementation of new modules, process work orders, design, customer consultation, training, scheduling, and problem resolution	This role is responsible for performing a variety of operational duties and project management support within the Telecommunications department.	This role is responsible for supervising all activities related to planning, installation, operation, maintenance of Telecommunications equipment, system installations and upgrades. This role will supervise telecommunications analysts and manage service vendors as appropriate	This role manages multiple University PBX, VoIP, and Call Center infrastructure and staff. This role will actively participate in daily telecom operations, provide escalation support of complex technical problems, provide mentoring and team skill development. This role will be responsible for maintaining vendor relations, improving customer service and developing solutions.
Essential Functions /Scope	<ul style="list-style-type: none"> *This role is responsible for database integrity, assigning passwords/permissions, following up on status of backups, guidelines and policy input for the call-accounting system, maintain system log books *Processes and reviews work orders for the call-accounting system *Responds to emergency repair both during normal working hours and after hours on call support *Responsible for the daily operation of the university's call-accounting system, which includes reviewing issues with departments on statement correction, user meetings, running and distributing reports, verifying accuracy of reports and cleanup of any issues. 	<ul style="list-style-type: none"> *Perform PBX platform systems operation, maintenance, and administration *Plan system maintenance and quality control downtime for the campus telecommunication network *Ensure efficient operation of 24,000 line campus-wide PBX systems *Establish procedures and oversee all system upgrades, conversions, expansions, etc. *Perform fault analysis and diagnostics of complex circuits *Interact with users to define needs, educate on options, and implement solutions *Participate in audit preparation, JCAHO review, security, and related activities. 	<ul style="list-style-type: none"> *Manage vendors who provide maintenance and support of Telecommunications equipment *Supervise telecommunications analyst. Insure policies and procedures are adhered to by staff *Budgeting, prepare cost estimates on system expansions, project planning *Advice towards planning of upgrades and/or new protocols within the telephone industry *Implement and administer long-range strategic plan to build, and secure the growth potential of UMMS voice technology and service infrastructure *Develops, presents, and executes annual and quarterly workplans 	<ul style="list-style-type: none"> *Manage daily operations of the university telecom staff *Oversee the daily operations of telecom staff and record incidents and changes *Oversee that the service incidents and requests are being address and resolved in a timely manager *Lead the telecom team in supporting, monitoring, testing, and troubleshooting hardware and software problems *Participate and drive continuous improvement
Required Qualifications	<p>Associates degree in Telecommunication, or equivalent</p> <p>2-3 years of related experience. Ability to program and correct prevailing program on PBX system software.</p> <p>Basic knowledge of telephone, cable plant management, and related terminology</p>	<p>Bachelor's degree in Telecommunications</p> <p>3-5 years related experience</p>	<p>Bachelor's degree in telecommunication or equivalent</p> <p>5 to 7 years of related work experience</p> <p>Working knowledge of all aspects with installation, maintenance, functionality, hardware, design as well as programming of analog and digital PBX's</p>	<p>Bachelor's degree in Computer Science, Information Management technology, or equivalent experience</p> <p>7 years of telecommunications experience, including experience managing employees in a telecommunications setting</p>
FLSA Status	Non-exempt	Exempt	Exempt	Exempt
Promotional Process	<p align="center">Requisition</p> <p align="center">* Analyst Telecom I Not in Use</p>	<p align="center">Requisition or In-family Promotion</p>	<p align="center">Requisition or In-family Promotion</p>	<p align="center">Requisition</p> <p align="center">Stand alone position not considered part of any job family</p>