AUBURN
Human Resources

Telecom Support Analyst

Job Description

JOB INFORMATION

Job Code	MA58
Job Description Title	Telecom Support Analyst
Pay Grade	IT03
Range Minimum	$45,350
33rd %	$52,910
Range Midpoint	$56,690
67th %	$60,470
Range Maximum	$68,030
Exemption Status	Exempt
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under general supervision, provides telecommunications consultative and technical support services to campus constituents to ensure timely service activation, problem resolution, and optimal system/service performance. Provides support for desktop telephones and soft clients running on desktop computers, cellular telephones and fixed-mobile telephony applications running on cellular telephones, and enterprise voice messaging services. Provides consulting on more involved and difficult telecommunications solutions. May provide direction to junior employees.

RESPONSIBILITIES

- Provides high-quality customer service through courteous and professional communication. Supports and maintains effective relationships with consistent follow-up and documentation.
- Provisions telephone services, including voice messaging and cellular voice/data services, using proprietary systems software and vendor portals. Provides technical support to the University community to resolve moderately complex first- and second-tier telephone service and communication issues in an efficient and timely manner. Thoroughly and accurately documents issues and request history and routes advanced second- and third- tier issues and requests to the appropriate technical personnel.
- Provides timely resolution of problem or escalation on behalf of the client by maintaining strong working relationships with Telecom Engineers, Network Engineers, prime telecom contractor, vendors, and other OIT professionals.
- Provides moderately complex consultation, support, and instruction for clients.
- Updates telemanagement system and E911 databases reflecting telephone service changes.
- Audits and tracks telecom vendor bills for correctness of services and pricing, to uncover any fraudulent use, and for assessing service capacity for optimal efficiency.
- Assists in the development of standard operating procedures and customer service guidelines. May assist with hardware and software evaluation or testing as part of the development of new initiatives being undertaken by OIT Telecommunications.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Associate's Degree	No specific discipline. Degree in IT or related area preferred. Bachelor's Degree preferred.	and	4 years of	Experience in telecom customer service or call center.	Or
High School Diploma or GED	General Education	and	8 years of	Experience in telecom customer service or call center.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Understanding of the business environment of a large university system including a basic understanding of the University system, its policies, and its operating procedures.	And
Knowledge of telecom products, services and billing which includes both legacy and most current services, local and long-distance products and services, Ethernet, and VoIP/SIP services.	And
Ability to analyze invoices and charges.	And
Ability to recognize, analyze, and solve a variety of problems.	And
Excellent communication skills both written and verbal.	And
Proficiency with professional computer systems and office applications.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Talking				X		
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			