AUBURN
Human Resources

Sr Telecom Support Analyst

Job Description

JOB INFORMATION

Job Code	MA59
Job Description Title	Sr Telecom Support Analyst
Pay Grade	IT05
Range Minimum	$52,770
33rd %	$63,320
Range Midpoint	$68,600
67th %	$73,870
Range Maximum	$84,430
Exemption Status	Exempt
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under minimal supervision, provides telecommunications consultative and technical support services to campus constituents to ensure timely service activation, problem resolution, and optimal system/service performance. Provides advanced 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. Researches, consults, implements, and supports custom telecommunications technology solutions requiring a great amount of evaluation, originality, or ingenuity. Mentors and leads 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 advanced technical support to the University community to resolve 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 escalates 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 exceptional working relationships with Telecom Engineers, Network Engineers, prime telecom contractor, vendors, and other OIT professionals. Independently engages distributed IT professionals on IT/telecom business processes/needs in order to develop solutions.
- Provides complex consultation, support, and instruction for clients. Supports the most critical clients and services.
- 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.
- Develops standard operating procedures and customer service guidelines. May provide input into hardware and software evaluation or testing as part of the development of new initiatives being undertaken by OIT Telecommunications.
- Serves as a team leader on complex issues and in general, guiding and supporting junior team members, coordinating the work of others and serving as the primary contact.

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	
Bachelor's Degree	No specific discipline. Degree in IT or related area preferred.	and	5 years of	Progressively complex experience in IT customer service roles.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

In-depth understanding of the business environment of a large university system including an in-depth 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
Ability to train and mentor others.	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			
Talking				X		
Hearing				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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			