



Telecom Support Analyst

J O B D E S C R I P T I O N

JOB INFORMATION

<i>Job Title:</i>	Telecom Support Analyst
<i>Auburn Title:</i>	Telecom Support Analyst
<i>Job Code:</i>	MA58
<i>FLSA Classification:</i>	Non-Exempt
<i>Salary Grade:</i>	IT03 \$38,900 - \$58,400
<i>Organizational use restricted to the following divisions:</i>	

JOB FAMILY AND FUNCTION

<i>Job Family:</i>	Information Technology
<i>Job Function:</i>	IT User Support

Family Description

This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, policies and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.

Function Description

Responsible for providing support to employee end users in areas of personal computers/servers/mainframe applications, data/voice network, and ERP systems including:

- Acquiring, installing, and upgrading PC components & software and planning for/responding to service outages
- Diagnosing problem source through discussions with users and coordinating with internal organization support and operations groups and/or with vendors to resolve problems
- Responding to user requests to research complex problems associated with the organization's telecommunications networks (voice and/or data)
- Providing real-time end user ERP systems support, problem identification, and training to facilitate knowledge transfer and prevent problem reoccurrence and knowledge transfer

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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.

KEY RESPONSIBILITIES

	% TIME
<ul style="list-style-type: none"> • Provides high-quality customer service through courteous and professional communication. Supports and maintains effective relationships with consistent follow-up and documentation. 	20%
<ul style="list-style-type: none"> • 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 	15%

issues and request history and routes advanced second- and third- tier issues and requests to the appropriate technical personnel.	
<ul style="list-style-type: none"> 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. 	15%
<ul style="list-style-type: none"> Provides moderately complex consultation, support, and instruction for clients. 	10%
<ul style="list-style-type: none"> Updates telemanagement system and E911 databases reflecting telephone service changes. 	10%
<ul style="list-style-type: none"> 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. 	10%
<ul style="list-style-type: none"> 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. 	10%
<ul style="list-style-type: none"> Performs other related duties as assigned by the supervisor. 	10%

The above key responsibilities are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position and the percent of time spent on each duty varies based on department needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responsibilities.

Minimum Education and Experience					
Education Level	Field of Study		Years of Experience	Area of Experience	
Associate's Degree	No specific discipline. Degree in IT or related area preferred. Bachelor's degree preferred.	And	4	Experience in telecom customer service or call center.	Or
High School/GED	General education	And	8	Experience in telecom customer service or call center.	

Minimum Skills and Abilities		
Description	Proficiency	
Understanding of the business environment of a large university system including a basic understanding of the University system, its policies, and its operating procedures.	Intermediate	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.	Intermediate	And
Ability to analyze invoices and charges.	Intermediate	And
Ability to recognize, analyze, and solve a variety of problems.	Intermediate	And
Excellent communication skills both written and verbal.	Intermediate	

Minimum Technology		
Technology	Technology Details	
Proficiency with professional computer systems and office applications.	MS Office, Apple iOS, Windows platforms	

Minimum Licenses and Certifications			
<i>Licenses/Certifications</i>	<i>Licenses/Certification Details</i>	<i>Time Frame</i>	
None Required.			

Approved 11/10/2019

Date: