**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Network &Telecommunications Analyst

**Job Number:** C-057

**NOC:** 2282

**Band:** 9

**Department:** Information Technology

**Supervisor Title:** Manager, Digital Service Delivery

**Last Reviewed:** March 18, 2014

**Job Purpose**

Reporting to the Manager, Digital Service Delivery, the incumbent operates with minimal supervision and wide latitude for independent judgment to deliver modern and reliable telecommunications services to University staff and faculty. This person is responsible both for managing relations with telecommunication service providers, and for the daily operations of the internal telephone system. As the University telephone system is built on Voice over IP technology, they will also be required to work closely with the Network Services team to maintain relevant portions of the data network.

**Key Activities**

1. Performs routine configuration changes for network switch ports, including physical cabling as required.
2. Working with the Senior Network Analyst, performs switch software upgrades, replaces defective equipment, and maintains wiring closets to a high standard for maintainability.
3. Coordinates ordering, provisioning and installation of telecommunications devices and services including phones, voicemail, cellular, audio conferencing, ACD/IVR configuration, local and toll-free voice services, and Internet based video conferencing.
4. Works closely with the Technical Support Centre staff to transfer knowledge, and acts as a second level escalation point, enabling the TSC to respond directly on telecommunications service requests.
5. Consults with users, conducts needs analysis, and designs and configures the VOIP telephone system to suit requirements.
6. Project manages large scale moves to ensure minimal disruption to telephone users.
7. Interfaces with telephone carriers and third party vendors to order product and services, arrange delivery and scheduling, and expedite/escalate as required to meet service level objectives.
8. Develops and delivers client documentation and training for telecommunication and video conferencing products and services.
9. Develops and maintains configuration records, the master extension number list and equipment inventory.
10. Prepares purchase orders, coordinates with purchasing/finance, reviews and reconciles telecom and data circuit billing with equipment and services ordered.
11. Manages maintenance agreements on network and telephony equipment to ensure that critical services are protected, while achieving the best value for the University.
12. Tracks and processes internal chargeback accounting for cost recovery of telecommunications expenses.
13. Receives and manages confidential, personal, and proprietary information using sound judgment to remain in compliance with all university policies and privacy legislation applicable to the situation.

**Education**

College Diploma (3 year) in Technology or Business/Administration

Vendor specific training on HP and/or Cisco networking equipment

**Experience Required**

5 Years of relevant work experience.

Telecommunications Specific Competencies

1. direct hands-on experience in a large enterprise telecom environment
2. a demonstrated knowledge of common telephone systems features, functions and terminology
3. ideally 2 years, (but no less than 6 months) experience configuring a Cisco Call Manager VOIP system.
4. experience provisioning telephone/voice services on an Asterisk Open Source PBX and Voice Mail system.

Administration/ Financial Competencies

1. a minimum of 3 years’ experience administering and record keeping of large dollar value transactions including purchase requisitions, accounts payable, invoicing, contracts and reconciliation and dispute of accounts.
2. experience reading and reviewing vendor contracts and service level agreements to comprehend applicable terms and conditions relating to service delivery.

Additional Requirements

1. Formal training and highly experienced in the use of Microsoft Windows, Word, and Excel.
2. Ability to work independently within a dynamic team, organize time among multiple tasks and do work on complex problems which require sustained concentration and focus.
3. Excellent analytical and problem solving skills.
4. Excellent organizational skills and an effective communicator both verbally and in writing. Ability to communicate with management, staff, customers and vendors to convey technical concepts in a non-technical manner.
5. May be occasionally required to work outside of normal business hours, and other flexible scheduling to complete service affecting changes to network equipment.

**Responsibility for the Work of Others**

Indirect Responsibility

When performing large jobs in wiring closets, will supervise additional help drawn from the student labour pool or IT department

**Communication**

Internal:

* Communicates with all users of the University telephone system
* TSC as trainer and as second level support
* Finance and all departmental administrators to manage chargebacks

External:

* Vendors of telecommunications and network services