

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505140
DIVISION OR INSTITUTION OIT	UNIT OR OFFICE Business Office	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006320 JOB CODE TITLE Telecommunications Billing Analyst JOB CODE 66511	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Telecommunications Billing Analyst	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006321 Fiscal Officer 2	
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt	Bargaining Unit 14	
	<input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent <input type="checkbox"/> Unclassified	If FLSA Exempt, exemption type: Page 1 of 2	
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Researches & analyzes telecommunications, network services, & service records for Office of Information Technology with expenditures in excess of \$40 million: ensures accurate & proper billing for large scale data circuits, voice circuits & usage including billing & receiving reconciliation & verification of vendor compliance with contractual remittance for cost recovery; serves as primary point of contact for customer relations management (CRM) for billing support; uses personal computer & web-based tools to conduct research; submits payments via electronic data interchange (EDI); analyzes & interprets agency requests for communication services; determines proper billing components for complex network configurations; evaluates accuracy of billings; verifies receipt of products & services, reconciles vendor invoices & telecommunications billing to user agencies; assists in development of network & telecommunication billing & receivable policies & procedures; acts as liaison between agencies & commercial service providers; seeks account adjustments on behalf of agencies; maintains online records for billing account structure; provides telecommunications records on request to agencies & investigatory organizations.	Knowledge of (1) accounting practices & procedures; (2) billing methodologies, cost recovery methodologies & rate setting processes; (3) telecommunications; (4) research techniques & resources; (5) customer service; (6) network configurations*; Skill in (7) operation of personal computer & associated hardware/software (e.g., MS Office, Internet, CRM*, PeopleSoft); Ability to (8) define problems, collect data, establish facts & draw valid conclusions; (9) understand & interpret extensive variety of technical material in books, journals & manuals; (10) proofread technical materials; (11) gather collate & classify information about data; (12) handle sensitive inquiries from & contacts with vendors & agency telecommunications & fiscal personnel
30	Serves as division telecommunications coordinator: receives requests & inquiries from division staff; maintains accurate record of Centrex master stations, reviews division telecommunications requirements; analyzes contracts & service options for the most efficient & cost effective solution; submits service requests through web-based technology ordering system; follows up on electronic orders; reviews service invoices for proper charges; contacts service providers for adjustments & billing corrections.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12 *developed after employment

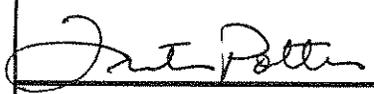
List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	<i>John Potter</i>	2-18-10

App 2-19-10 CB

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505140
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Business Office	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006320	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>
			Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Telecommunications Billing Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006321 Fiscal Officer 2
<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt		Bargaining Unit 14	
<input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified		If FLSA Exempt, exemption type:	
<input type="checkbox"/> Intermittent		Page 2 of 2	
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Performs contract review for cost recovery including the Multi-Agency Radio Communication System (MARCS) co-location agreements & other voice & data agreements including the federal education rate (E-Rate) telecommunications support program: ensures accurate & timely billing & receipt of revenue for contracted co-location agreements of MARCS towers, works with the Federal Communications Commission (FCC) & Universal Service Fund Administration Company (USAC) to resolve discrepancies on discount applications; applies discounts to internal service invoices; submits recovery documentation to USAC; prepares & submits periodic reports to USAC & FCC in accordance with E-Rate program reporting requirements.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12
5	Performs other related duties as required: chairs or attends meetings regarding IT and telecommunication services, rate setting, cost recovery, revenue, billing methodologies & business practices; disseminates information concerning cost analysis, expense & revenue data & rate setting processes; prepares & monitors operating reports; trains client methodologies & invoice interpretation & reconciliation; maintains database & pertinent records for services, inventory & account adjustments; assists with calculation, tracking & receipt of cost recovery fees from third party vendors for services sold to state & local entities.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12

JOB CODE 66511	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
			2-18-10

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