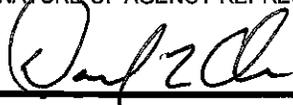


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|---|--|----------------------------------|
| POSITION DESCRIPTION | | AGENCY/DEPT ID DAS505380 |
| DIVISION OR INSTITUTION Office of Information Technology | UNIT OR OFFICE ISD/Unified Network Services | COUNTY OF EMPLOYMENT Franklin |

| | | | |
|---|--|---|---|
| POSITION NUMBER 20006397 | <input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update | | Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree |
| | USUAL WORKING TITLE OF POSITION Telecommunications Analyst | | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization |
| | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type: |
| NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm | | | |

| JOB DESCRIPTION AND WORKER CHARACTERISTICS | | |
|--|---|---|
| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
| 60 | On behalf of Office of Information Technology (OIT), Infrastructure Services Division, & Unified Network Services (UNS), analyzes communication service requests from state agencies & cooperative purchasing participants (e.g., local governments & educational institutions) for voice, video, & data communication services (e.g., Internet Protocol such as IP, DDS, T1, DS _n , OC _n , wireless, local telephone company offerings, WAN & LAN): based on Master Service Agreement's Service Attachments, translates requests into specific ordering items for local & long-distance telephone company services; designs & implements standard & expert voice communication solutions (e.g., Voice over Internet Protocol, hosted services, CENTREX, business lines, calling cards, 800 numbers, wireless voice bundled services, mail options, automated call distribution, long distance); provides alternative recommendations to ensure most cost efficient solutions; acts as liaison to State Purchasing regarding procurement of equipment to meet specific designs & to explain benefits & cost solutions of available voice & data telecommunications offerings; drafts online documentation & technical reports; provides extensive problem resolution for customers with over 40 service providers that deliver over 60 products & services to state & local government & K-20 institutions. | Knowledge of (1) voice, video, & data telecommunication services (e.g., Internet Protocols such as IP, DDS, T1, DS _n , OC _n , WAN & LAN, hosted services, CENTREX, business lines, calling cards, 800 numbers, wireless voice bundled services, mail options, automated call distribution); (2) business administration; (3) customer service techniques; (4) agency procurement policies & procedures*; (5) local & long distance telephone service offerings; Skill in (6) operation of personal computer & associated hardware/software; (7) analyzing & designing voice & data telecommunication services; Ability to (8) perform cost/benefit analysis; (9) use statistical analysis; (10) handle general & sensitive inquiries from & contacts with vendor representatives & state agency telecommunication coordinators; (11) write clear, concise communications & technical reports; (12) organize & prioritize work flow. |
| 20 | Serves as liaison between Network Services & state telecommunications coordinators: trains state telecommunications coordinators in use of online internet-based ordering systems (e.g., Technology Service Request (TSR) System) for voice & data communications services; represents division on other OIT computer system project implementation teams; provides customer service support to state agencies & their telecommunication coordinators (e.g., line service & features, voice mail & billing interpretation, contracted services, training & evaluation). | Knowledge of 1, 2, 3, 4, 5, 12, (13) employee training techniques; (14) online internet-based ordering systems (e.g., TSR System); Skill in 6 Ability to 8, 9, 10, 11, 12 |

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|-------------------|--|--|--|------------------------|
| JOB CODE 52491 | JOB CODE TITLE Telecommunications Analyst 1 | List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE  | DATE 2/24/10 |
| | | (Empty space for supervisor list) | (Empty space for signature) | (Empty space for date) |

Add 2/23/10 (PBM)

| | | |
|---|--|----------------------------------|
| POSITION DESCRIPTION | | AGENCY/DEPT ID DAS505380 |
| DIVISION OR INSTITUTION Office of Information Technology | UNIT OR OFFICE ISD/Unified Network Services | COUNTY OF EMPLOYMENT Franklin |

| | | | | |
|--|---|---|---|---------------------------------------|
| POSITION NUMBER 20006397 JOB CODE TITLE Telecommunications Analyst 1 JOB CODE 52491 <i>Apd 2/23/12 (PST)</i> | <input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update | | Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree | |
| | USUAL WORKING TITLE OF POSITION Telecommunications Analyst 1 | | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization | |
| | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type: | Bargaining Unit 22 Page 2 of 2 |
| | NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm | | | |
| JOB DESCRIPTION AND WORKER CHARACTERISTICS | | | | |
| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities | | |
| 15 | Analyzes orders from customers for private line, data, & video services: analyzes orders for accuracy, policy & procedure adherence, contract & tariff compliance; reviews cost proposals from vendors & checks them against contracts or tariffs & processes orders using TSR; works with vendors to ensure orders are processed in a timely & efficient manner. | Knowledge of 1, 2, 3, 4*, 5, 14, (15) network & telecommunications contracts & tariffs; Skill in 6 Ability to 8, 9, 10, 11, 14. | | |
| 5 | Performs other related duties as assigned: provides analytical communications services for customers engaged in special projects; attends meetings; stays abreast of telecommunications products & services. | Knowledge of 1, 2, 3, 4*, 5 Skill in 6 Ability to 8, 9, 10, 11. | | |
| Must submit to & pass personal background check. | | *developed after employment | | |
| List Position Numbers & Job Titles of Positions Directly Supervised: | | SIGNATURE OF AGENCY REPRESENTATIVE  | DATE 2/24/12 | |