

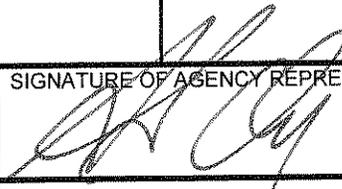
<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505380
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Unified Network Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006440	<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 Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006438 Information Technology Consultant 3	
	<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 checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22  Page 1 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
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, DSn, OCn, 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, DSn, OCn, 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

Apd 4-24-09 CB

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4/14/09
--	--	-----------------

JOB CODE TITLE  
 Telecommunications Analyst 1  
 JOB CODE  
 52491

