

IS COMMUNICATIONS ANALYST

DEFINITION OF WORK

Under regular supervision, manages the City's telecommunication services and assists Information Services staff with the implementation of leased data circuits.

EXAMPLES OF WORK

Acts as an internal consultant to City departments by designing detailed telecommunications solutions to meet departmental objectives, preparing cost estimates, writing bid specifications and evaluating bid responses. Designs telecommunications systems to include circuitry, number of trunk lines and stations and type of switching equipment. Acts as the liaison between vendors, technical support organizations and departments. Receives and evaluates departmental requests for additional or modified telecommunications services, arranges for the service change and tracks it to completion. Maintains existing installations by performing site visits, remote programming, or initiating vendor provided service support. Researches new voice technology for City applications and cost saving opportunities. Audits telecommunications charges and provides expense allocations. Designs and prepares telephone system operation and management reports. Provides annual budget information to all City departments. Conducts and arranges for training on telephone equipment. Participates in telecommunications planning. Represents the City on internal and external telecommunications user groups.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in telecommunications management or scientific area and two years professional level experience in voice networking design.

Knowledge, Skills and Abilities: Detailed knowledge of voice telecommunications services and technology to include PBX and key systems, Centrex, voice and data transmission methods, leased lines, interexchange carriers, voice messaging, call processing and telecommunications management software. Ability to interpret and evaluate technical plans and drawings, schematic drawings, cabling plans and telephone equipment specifications. Excellent verbal and written communication skills. Computer literate in the use of spreadsheets and database management software.