

Job Description

Position Title: Information Technology Analyst 1 - Telecommunications

Job Family: Information Technology

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Information Technology Analyst 1, Telecommunications aids in configuration, maintenance, and troubleshooting of telecommunication systems including telephone, voicemail, call management, and Conference Management Software (CMS) software.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Configures voicemail and call management system.
2. Troubleshoots and repairs outages to telecommunications system.
3. Instructs users needing telephone, voicemail, and call management information.
4. Assists access to conference calls using CMS software.
5. Conducts research on new applications.
6. Updates telecommunication system records.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
2. Skill in current and applicable telecommunication networks, systems, and equipment
3. Skill in performing a variety of duties, often changing from one task to another of a different nature
4. Skill in positive, productive and flexible customer service
5. Ability to adapt to a rapidly changing technical environment
6. Ability to work with independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED.
- Associate's degree/Vocational or technical training in telecommunications or a closely related field of study preferred.
- One (1) to three (3) years of related experience working with Enterprise resource planning systems.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties, including installation of equipment; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required