

Candidate Information

Position:	Telecoms Systems Analyst
School/Department:	Information Services
Reference:	19/107102
Closing Date:	Wednesday 6 February 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Wednesday 13 February 2019

JOB PURPOSE:

To assist in the implementation, development, administration and support of the University's central telephony services.

MAJOR DUTIES:

1. Work as part of a team to identify, develop, support and implement telephony systems and solutions to support the University's business functions.
2. Use appropriate technologies and applications to ensure the administration, continuity, performance and security of the University's central telephony services.
3. Play a key role in ensuring continuous service development across the suite of Telephony services to ensure high levels of service quality and effectiveness.
4. Work across teams, which may be cross functional or cross disciplinary e.g. Networks, Cabling, Estates, other IS Systems teams to ensure the delivery of a high quality, integrated set of services to users. Lead teams engaged in projects as required.
5. Adopt a proactive approach to the identification and resolution of potential problem areas.
6. Assist with the delivery of Estates Minor & Major Works projects, providing specialist telephony input as necessary, designing and implementing solutions as required.
7. Responsible for the production and maintenance of documentation and management reports, e.g. systems specifications, disaster recovery plans, user documentation, maintenance schedules, hardware and software revision levels etc.
8. Specify, install, support and maintain telephony systems and applications, both fixed line and mobile.
9. Contribute to the development and monitoring of divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
10. Collect, analyse and present reports and results to inform decision making within relevant areas.
11. Provide specialist/professional advice, information and assistance to junior team members and users.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Prioritise, plan and organise own work over the short to medium term with an awareness of long term goals and objectives while ensuring Team/Departmental objectives are delivered.
2. Contribute to larger projects as part of a project team.
3. Contribute to the planning, design and organisation of service changes with regard to their impact on the business of the University.
4. Develop appropriate work schedules in order to meet targets and turnaround times.

Resource Management Responsibilities:

1. Assist in the planning of resources within the area of responsibility to ensure that they are effectively managed and monitored.
2. Advise on the cost/benefit of new and existing technologies.
3. Assume delegated responsibilities as appropriate, including budget.
4. Supervise staff/ contractors where appropriate; monitoring and supporting the performance management and development to ensure that individual contributions are maximised.

Internal and External Relationships:

1. Liaison with key contacts to ensure appropriate integration, collaboration and understanding of objectives.
2. Liaison with external suppliers, contractors, consultants and other third parties.
3. Attend internal and external meetings/workshops to ensure that relevant issues are appropriately represented and reported.

ESSENTIAL CRITERIA:

1. Degree or higher degree or equivalent qualification in Telecommunications or other related discipline plus 3 years relevant professional experience in a systems role.
OR
Degree or higher degree or equivalent qualification in any discipline plus five years relevant professional experience in a systems role.
OR
HND or equivalent qualification in Telecommunications or other related discipline plus five years relevant professional experience in a systems role.
2. Demonstrable working knowledge and practical experience to include configuration, administration, advanced setup/scripting, and support of telecoms systems & associated applications including one or more of:
Legacy TDM Private Automatic Branch Exchange (PABX),
Voice over Internet Protocol (VoIP) telephony systems to include Unified Communications,
Voicemail,
Call Logging, Billing & Reporting tools,
Call Centre.
3. Interest in the associated technologies and terminology surrounding VoIP telephony systems and services e.g. voice & data networks, SIP Trunking, VMware, Windows and Linux operating systems.
4. Demonstrably strong knowledge of key telephony platforms and interconnecting applications, covering both fixed line (analogue, DPNSS, ISDN, SIP and Broadband connections) and mobile technologies (IoT, Android, Mobile Device Management)
5. Demonstrable practical experience of working in a team environment to deliver excellent customer service
6. Ability to follow argument logically with strong reasoning ability demonstrating excellence in working through pressured situations such as system failures from initial reporting to successful restoration of service.
7. Ability to communicate technical information with clarity and effectiveness to include non-technical users across all grades of staff throughout the University.
8. Ability to prioritise own work to meet deadlines demonstrating the ability to respond flexibly to meet changing client requirements.
9. Ability to work both within a team and independently.
10. Demonstrable initiative and enthusiasm, e.g. to learn further relevant systems and application skills and undertake suitable training.
11. Willingness to provide cover, as required, during critical periods and over some holiday periods as required in accordance with the needs of the Department.
12. Willingness to undertake occasional installation, upgrade and development work outside of 'normal' working hours.

DESIRABLE CRITERIA:

1. Ability to demonstrate practical experience in at least one of: Unify Openscape Voice, Skype for Business, Tiger Prism Call Logging & Reporting platform, Netcall Liberty Voicemail and Call Centre Applications.
2. Ability to demonstrate practical experience of one or more of: Siemens iSDX, Tiger 2020 Pro Call Logging and Reporting application, Netcall Voicemail, Contact Centre 59R and mobile phone configuration/fault finding.
3. Ability to demonstrate working knowledge with at least one of the following: Windows operating systems, Linux, VMware, data networks, data and voice cabling standards and practices etc.
4. Evidence of self-training or self-directed learning.
5. Proven advanced diagnostic skills in a pressurised environment.
6. Hold or be about to obtain relevant professional qualification/certification in a relevant area.