

## UW HEALTH JOB DESCRIPTION

### COMMUNICATIONS SUPPORT SPECIALIST

<b>Job Code: 330019</b>	<b>FLSA Status: Non-Exempt</b>	<b>Mgt. Approval: A.Liaqat</b>	<b>Date: 2.2018</b>
<b>Department : UWH IS-Customer Service/362618000</b>		<b>HR Approval: A.King</b>	<b>Date: 2.2018</b>

### JOB SUMMARY

Under the direction of the Communications Supervisor and in conjunction with the Unified Communications team, the Communications Support Specialist is responsible for daily support of the Unified Communications systems. This includes performing software programming and system maintenance on the IP Telephony system, processing MACs (moves, adds, and changes), and functioning as a primary contact for end-users as well as an array of outside vendors. The position provides Tier 2 support for video conferencing, instant messaging, web conferencing and other Unified Communications technologies, and may also provide Tier 1 support for the same solutions as work volumes require. In addition, this position is responsible for assisting with special implementation projects.

### MAJOR RESPONSIBILITIES

1. Monitor and resolve Tier 1 and Tier 2 phone issues for internal employees by providing technical support for various existing phone systems, referring service issues to vendors when necessary.
2. Perform MACs (moves, adds, and changes) on existing systems, by logging into phone systems and making necessary programming changes and/or adjustments.
3. Enterprise-wide configure, manage and troubleshoot: Phone, Voicemail, ACDWireless, ISDN, PRI, instant messaging, web conferencing and video conferencing services.
4. Evaluate vendor proposals and make recommendations for new systems
5. Place and follow-up on orders approved by the Communications Supervisor.
6. Participate in projects involving department or organizational scale implementations of Unified Communications systems.
7. Work with Unified Communications staff to identify and recommend opportunities for continuous quality improvement within the department and entire organization, initiating actions to develop solutions.
8. Work with Unified Communications staff to maintain interaction, rapport, and follow-up with vendors regarding procurement of telecommunications products and services, billing issues, and contract fulfillment.
9. Assist with development, documentation, and communication of telecom policies for disaster recovery, cell phones, calling cards, headset, voice mail, etc.
10. Assist with the development and maintenance of site documentation on dial plan(s), trunk usage, database of numbers/trunks, etc.
11. Assist in the deployment of Unified Communications (UC) Solutions or voice solutions

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	Bachelor's degree or equivalent. Experience may be considered in lieu of education.
Work Experience	Minimum	2-3 years telecommunications or technical support experience as an analyst/technician is required
	Preferred	<ul style="list-style-type: none"> <li>• Experience with IP Telephony software applications and system programming</li> <li>• Experience with call centers and ACD call flow</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Strong PC skills, including experience with Excel, MS Word and Access</li> <li>• Basic understanding of network infrastructure components and concepts</li> <li>• Experience administering enterprise VoIP</li> <li>• Experience with call centers and ACD call flow preferred</li> <li>• Strong communications skills; both verbal and written</li> <li>• Excellent interpersonal skills</li> <li>• Good organizational and analytical skills</li> <li>• Ability to set priorities and work independently</li> <li>• Maintain a valid Wisconsin driver's license with access to a motor vehicle</li> </ul>

## UW HEALTH JOB DESCRIPTION

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input type="checkbox"/>	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/>	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<input type="checkbox"/>	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<input type="checkbox"/>	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.