

UW HEALTH JOB DESCRIPTION

POSITION SPECIFICS	
Title: Senior Network Communications Analyst (Unified Communications)	Department/Number:
Reports to: Communications Supervisor	
Job Code:	FLSA Status: Exempt
Manager Approval: S Dammen Date 9-14	HR Approval: CJU Date: 9-14
POSITION SUMMARY	
<p>Under the direction of the Communications Supervisor and in conjunction with the Unified Communications teams, the Senior Network Communications Analyst is responsible for the design, building and administration of the UW Health Cisco Unified Communications environment, including the Cisco IP Contact Center, as well as the build, administration and maintenance of other unified communications solutions, including video conferencing, web conferencing, and instant messaging. This includes leading system upgrades, performing software programming and system maintenance, configuring voice gateways and other hardware related to the system, and troubleshooting complex issues with the IP Telephony system. This involves significant interaction with outside vendors and end users. The Senior Network Communications Analyst is also independently responsible for auditing, monitoring and analyzing the health and performance of the IP Telephony system, including the IP Contact Center. In addition, this position is responsible for assisting with the annual budget preparation and special implementation projects</p>	
MAJOR RESPONSIBILITIES	
Position Responsibilities:	
Essential	
Y	1. Monitor and resolve major phone issues for internal employees by providing technical support for various existing phone systems, referring service issues to vendors when necessary.
Y	2. Lead the design, configuration and implementation of integration between the unified communications systems and other systems at UW Health (e-mail, wireless, etc.), interfacing with other technical teams as appropriate
Y	3. Serve as technical lead for major implementation projects for unified communications systems, including understanding needs for the system, designing the system and implementing best practices for unified communications deployment to ensure investment in technology is consistent with UW Health's business objectives and that proposed projects are executed successfully
N	4. Assist in the definition of appropriate service levels in support of unified communications systems
Y	5. Mentor, and support less experienced Network Communication Analysts and other unified communications staff.
N	6. Review, research, recommend and implement cost effective products, systems and services in cooperation with vendors (when necessary).
Y	7. Work with vendors when needed to perform system upgrades and new installs and decide on acceptable service levels post-install.
Y	8. Work with the Unified Communications and Server Administrator Teams to monitor, maintain and troubleshoot components of the IPT systems (Call Manager, Unity, IPCC, Gateways, etc.).
N	9. 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.
N	10. Process MACs (moves, adds, and changes) when work volumes require.
Y	11. 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
Y	12. Assist with developing, documenting, and communicating unified communications policies for disaster recovery, cell phones, calling cards, headset, voice mail, etc.
N	13. Assist with development and maintenance of site documentation on dial plan(s), trunk usage, database of numbers/trunks, etc.
Y	14. Maintain currency in IP communications technology, recommending improvements where appropriate
Y	15. Rotate "on-call" responsibilities with other telecom department employees. This requires carrying a pager after normal working hours, responding to urgent pages, and acting on reported trouble (including traveling to site if necessary).
Y	16. Work on special projects as assigned.

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All duties and requirements must adhere and uphold to UW Health Service and Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	Bachelor's Degree
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	3-5 years Cisco VoIP or networking experience as an analyst/technician is required
	Preferred	5-7 years experience with IP Telephony software applications and system programming
Licenses & Certifications	Minimum	Cisco Voice Certification (Associate level)
	Preferred	Cisco Voice Certification (Professional level or higher)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Strong understanding of network infrastructure components and concepts • Strong understanding of Microsoft Windows and Linux server management and networking • Experience with Cisco IP Telephony systems is required • Experience working directly with Cisco routers, switches, wireless and Quality of Service is required • Experience with VMWare ESX is preferred • Experience with call centers and ACD call flow is required • Knowledge of PBX, key systems, Centrex, etc. helpful • Strong communications skills; both verbal and written • Ability to manage multiple concurrent activities

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
	Sedentary: 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.	Up to 10#	Negligible	Negligible
	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		•		

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Work/Environmental: Moderate noise level consistent with an office environment

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.