

UW HEALTH JOB DESCRIPTION

Senior Unified Communications Engineer

Job Code: 330061	FLSA Status: Exempt	Mgt. Approval: A. Liaqat	Date: February 2022
Department: IS - Infrastructure		HR Approval: N. Lazaro	Date: February 2022

JOB SUMMARY

The Senior Unified Communications (UC) Engineer will collaborate with all aspects of maintaining, configuring, and sustaining the Cisco VoIP environment including design, implementation, maintenance of existing UC environment, upgrading/configuration, and installation of hardware/software. In addition, the Senior UC Engineer helps evaluate, design, configure, document, and implement communication system architecture including phone networks & services, circuits, VOIP, cloud services, and connectivity to support business needs. The Senior UC Engineer is responsible for assisting with the development of roadmaps and leads implementation projects.

The Senior UC Engineer is required to participate in a 24x7x365 on-call rotation, including periodic off business-hours work.

The UC Engineer holds the team and organization-level responsibilities and leads large-scale projects. The UC Engineer assists and mentors less experienced colleagues and is a resource for UW Health employees and leaders for Unified Communications.

MAJOR RESPONSIBILITIES

Deliver UC Solutions

- Ensure successful delivery to support strategic planning and initiatives, improve organizational performance, and advance progress towards UW Health goals.
 - Work with vendors, clients, carriers and technical staff on implementation, optimization, and security of Cisco Unified Communications system. This includes but is not limited to troubleshooting infrastructure and services including CUCM, CUC, IMP, Jabber, WebEx, Voice gateways, Video, and all other Unified Communications applications.
 - Carry out maintenance/upgrades on all UC infrastructure and end points.
 - Proficiencies in local area network/wide area network (LAN/WAN) operations are required to ensure optimum configuration and operation of all integrated systems.
 - Use knowledge of healthcare industry, market environment, and clinical and business workflows and activities, to inform solution design and development to execute high-quality solutions to clear problems in an established problem space.
 - Independently (with minimal oversight) develop and maintain trusted advisor relationships with business, clinical, and operations leaders that include guidance for optimizing use of UC and UCCE tools.
 - Build solutions and implementation plans utilizing the appropriate internal and external resources and ensuring full involvement of business partners and communication to all stakeholders.
 - Perform security review of UC Infrastructure and Applications.

Improve Processes and Standards

- Research, analyze, recommend, and implement new software, hardware, tools, systems, and processes to provide state-of-the-art collaboration experience.
- Lead the development and delivery of training relevant to area of expertise.
- Monitor the latest market trend and industrial landscape to discover opportunities to improve customer experience and reduce operating costs.
- Build and maintain project/technology related documentation, ensuring that accurate information is always available to other colleagues and management.
- Manage UC system logging and provide performance metrics.

Effective Team Member

- Provide detailed runbook procedure and support documentation for routine maintenance on the Unified Communications systems.
- Consistently demonstrate a very high level of teamwork, partnership, and collaboration.
- Training/Mentoring UC and other IT staff

Leadership

- Hold team-level responsibilities and may lead the team for small & medium scale projects.
- Provide presentation to client, upper management, and peers as it pertains to Unified Communications technology roadmap, architecture, engineering, and provisioning.
- Assist with budget preparation.

Technical Leadership

- Develop technical standards, define operational processes, and configuration best practices for UC infrastructure.
- Provide incident management and support to the critical issues escalated by UC Operations team.

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- Lead the technical delivery of projects, including design, configuration, and testing of technical solutions for enterprise (UC) Video communications.

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

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field (2 years combination of relevant experience and education may be considered in lieu of degree)
	Preferred	Bachelors or master's degree in healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success designing, configuring, and supporting Cisco Unified Communications infrastructure • Demonstrated success troubleshooting to isolate and diagnose problems in large-scale voice and video implementations. • Demonstrated success translating business needs into operational requirements • Demonstrated success managing multiple projects simultaneously • Demonstrated success as mentoring and teaching others on Unified Communications technologies
	Preferred	<ul style="list-style-type: none"> • 3 years relevant experience in a Healthcare setting • 5 years relevant experience in IT, Business Operations, Project Management, Analytics or Monitoring
Licenses & Certifications	Minimum	None
	Preferred	CCNA/CCNP or equivalent UC/Network Certification
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none"> • Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people • Technical leadership of applicable products or platforms • Leading highly empowered, self-directed teams including cross-functional teams • Communication • Effective team member • Critical thinking • Applying lean management tools • Applying agile methodologies • Mentoring and teaching <p><u>Position Specific Competencies:</u></p> <p>Advanced competency in at least three UC and Video competencies such as:</p> <ul style="list-style-type: none"> • Call centers and ACD call flow required • Cisco Dial Plan design and troubleshooting • Cisco Voice Gateways, CUBE and Protocols (SIP, H.323) • VMWare ESX is preferred Cisco TAC support (raising cases, escalating) • Cisco CODECs, Cisco Expressways, Cisco Meeting Server, Cisco Telepresence Management Suite • Network infrastructure components and concepts • Microsoft Windows and Linux server management and networking • Ability to manage multiple concurrent activities <p><u>Other Skills, Knowledge, Abilities:</u></p> <p>Delivering UC Solutions</p> <ul style="list-style-type: none"> • Knowledge of Python programming and SQL queries • Knowledge of PBX, key systems, Centrex, etc.

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	<ul style="list-style-type: none"> Knowledge of enterprise telemedicine technology 		
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Up to 10#	Negligible	Negligible
	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.		
X	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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
Other - 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.