UW HEALTH JOB DESCRIPTION

Unified Communications Associate Engineer

Job Code: 330063	FLSA Status: Exempt	Mgt. Approval: A. Liaqat	Date: February 2022
Department: IS - Infrastructure		HR Approval: N. Lazaro	Date: February 2022

JOB SUMMARY

The Unified Communications (UC) Associate Engineer is responsible for support and maintenance for voice, video, data communication systems and services including telephony, collaboration systems, telehealth, video conferencing, desktop and soft phones, mobile devices, email, and voicemail systems. The UC Associate Engineer assists in the design, configuration and implementation of unified communications systems and applications. Additionally, the UC Associate Engineer troubleshoots, provides updates regarding the performance and availability of services, and proactively resolves problems. The UC Associate Engineer is responsible for daytime on-call, monitors incident management queues and follows service level agreements (SLAs) to align with operational performance goals.

The UC Associate Engineer holds team level responsibilities and works independently on standard functions or with experienced colleagues on more complex tasks as competencies are developed.

MAJOR RESPONSIBILITIES

Deliver UC Solutions
- Provide end to end ownership and accountability for the service delivery, maintenance, and support on the UC infrastructure
- Monitor and resolve minor phone issues for internal employees by providing technical support for various existing phone systems, referring to major service issues to Unified Communications Engineer when necessary.
- Under the general guidance of more experienced analysts, assist in the design, configuration, and implementation of unified communications, as well as the integration between the unified communications systems and other systems at UW Health (e-mail, wireless, etc.), interfacing with other technical teams as appropriate.
- Work with UC staff to identify opportunities for continuous quality improvement within the department and entire organization.

Improve Processes and Standards
- Work in liaison with the Enterprise Monitoring team to monitor the UC systems.
- Gather requirements and recommend solutions for ACD and other unified communications needs. This will include, but not be limited to, coordinating discovery meetings, station reviews and site walkthroughs.
- Rotate "on-call" responsibilities with other UC 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).

Effective Team Member
- Participate in major implementation projects for the UC systems.
- Assist with development and maintenance of site documentation on dial plan(s), trunk usage, database of numbers/trunks, etc.
- Work on special projects as assigned.

Leadership
- Train users on unified communications solutions, focusing on applying technology to solve business problems.
- Coordinate technical resources from the UC team to ensure the delivery of business-appropriate communication solutions.

Technical Responsibility
- Perform MACs (moves, adds, and changes) on existing systems by logging into phone systems and making necessary programming changes and/or adjustments.
- Assist in system upgrades and new installations.

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	Bachelor's degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	• Demonstrated success troubleshooting to isolate and diagnose problems in technology
	Preferred	• 1 year relevant experience in a Healthcare setting

		• 2 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		Information Services (IS) Core Competencies: Emerging competency in the following areas: • 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 Position Specific Competencies: Emerging competency in at least two UC and Video competencies such as: • Knowledge of Cisco Dial Plan design and troubleshooting • Knowledge of Cisco Voice Gateways, CUBE and Protocols (SIP, H.323) • Knowledge of VMWare ESX is preferred • Knowledge of call centers and ACD call flow • Knowledge of Cisco TAC support (raising cases, escalating) • Knowledge of Cisco CODECs, Cisco Expressways, Cisco Meeting Server, or Cisco Telepresence Management Suite • Understanding of network infrastructure components and concepts • Understanding of Microsoft Windows and Linux server management and networking • Ability to manage multiple concurrent activities Other Preferred Skills, Knowledge, Abilities: Delivering UC Solutions • Knowledge of Python programming and SQL queries is a plus. • Knowledge of PBX, key systems, Centrex, etc. helpful • Knowledge of enterprise telemedicine technology

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**
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	**Negligible** or constant push/pull of items of negligible weight

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#**
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.