

UW HEALTH JOB DESCRIPTION

Unified Communications Engineer

Job Code: 330062	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) Engineer is responsible for administration and support for voice, video, data communication systems and services including telephony, collaboration systems, telehealth, video conferencing, desktop and softphones, mobile devices, email, and voicemail systems. The UC Engineer will utilize a broad knowledge of unified communications, network, server, and telecommunications to aid in the design, configuration and implementation of unified communications systems and applications. Additionally, the UC Engineer troubleshoots, provides updates regarding the performance and availability of services, and proactively resolves problems. The role monitors system performance to recommend whether adjustments need to be made. The UC Engineer participates in customer and business partner meetings.

The UC Engineer is responsible for after-hours on-call, monitors incident management queues, and follows service level agreements (SLAs) to align with operational performance goals.

The UC Engineer holds the team and organization-level responsibilities and works independently on standard and ad hoc functions. The UC Engineer assists and mentors less experienced colleagues.

MAJOR RESPONSIBILITIES

Deliver UC Solutions

- The engineer will work closely with IT management and other functional groups to design, develop, deploy, and administer UW Health's enterprise collaboration services.
- Lead architectural and engineering services for Cisco Unified Communications, Collaboration and telehealth environments including new office builds, office moves, hardware and software upgrades, integrations with other systems, enhancements, etc.
- Participates in product evaluations, systems testing, certification, and product lifecycle management
- Participates in scheduled and unscheduled system maintenance including change management, on-call, and off-hour systems' support

Improve Processes and Standards

- Recommend solutions and improvements
- Develops and maintains technical standards, procedures, and techniques for the resolution of voice service issues to ensure maximum system availability and performance levels
- Provide updates regarding the performance and availability of UC and/or Network infrastructure and proactively work to resolve problems
- Troubleshooting application and system errors using various tools and methods

Effective Team Member

- Ensures the timely processing of telecom related expenses
- Support and maintenance of circuits
- Monitors and reports on system health to ensure the stability of the system
- Provides guidance and mentorship to team members

Leadership

- Provides oversight of the coordination and delivery of voice circuits to remote locations
- Work with IT teams, internal customers, data and voice network carriers, and vendors to identify and resolve issues in the environment

Technical Responsibility

- Assists with troubleshooting of voice circuits and root cause analysis
- SME for voice systems and UC components
- Provide subject matter expertise (SME) troubleshooting support and moves, adds, and changes for enterprise-class voice system

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

JOB REQUIREMENTS

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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 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 large-scale voice and video implementations.
	Preferred	<ul style="list-style-type: none"> • 3 years 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
<p>Required Skills, Knowledge, and Abilities</p> <p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none"> • Leadership includes leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people • Communication • Effective team member • Critical thinking • Mentoring and teaching <p>Emerging competency in the following areas:</p> <ul style="list-style-type: none"> • Leading highly empowered, self-directed teams including cross-functional teams • Technical leadership of applicable products or platforms • Applying lean management tools • Applying agile methodologies <p><u>Position Specific Competencies:</u></p> <p>Intermediate competency in at least three UC and Video competencies such as:</p> <ul style="list-style-type: none"> • Call centers and ACD call flow • Cisco Dial Plan design and troubleshooting • Cisco Voice Gateways, CUBE and Protocols (SIP, H.323) • VMWare ESX • 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 Preferred 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. • 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.*

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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 docket, 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.