

Wright State University
CLASSIFIED JOB SPECIFICATION
Telecommunication Analyst

I. JOB INFORMATION

Job Title: Telecommunication Analyst (CS 04)

Job Class: 12114 **FLSA Status:** Non-Exempt

II. JOB SUMMARY

Under general supervision performs a variety of duties and tasks related to the use and maintenance of the telecommunication/telephone system.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Maintains multiple complex database files, monitors switch operations, identifies problems and initiates appropriate action.
- Processes monthly telephone billings and makes appropriate adjustments to automated billing files. Produces billing reports, reconciles billings and prepares billing files for transfer to internal accounting system.
- Develops software tools, analyzes user and system information.
- Routinely recovers user and system traffic information. Performs special data recovery upon request. Assists in the analysis of recovered data.
- Participates in problem resolution and system improvement.
- Develops spreadsheets, database queries and operates university's telephone console.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high school diploma or GED and three years of related work experience OR, two years of post-secondary education and one year of (FT) related work experience OR, a bachelor's degree in a related field and six months of (FT) related work experience. Excellent verbal/communication skills. Ability to use and monitor complex telecommunication systems. Previous experience with various software packages in a telecommunication environment. Ability to calculate whole numbers, decimals, fractions and percentages. Ability to calculate simple and compound interest. Ability to maintain accurate records. Budget management experience.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

Business Math.

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

None

VIII. JOB SERIES

12110

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.