

# Senior Telecom IS Business Analyst

The Department of Public Health's Information Technology Department is the technology services provider within Public Health, delivering technology infrastructure and services to approximately 10,000 users within the organization to help support over 100,000 patients annually.

Our mission-driven and dynamic team is seeking a results-driven, positive and accountable professional to join the Office of the CIO as a Telecom Analyst. The Telecom Analyst is responsible for the implementation, accessibility and daily functioning of the Department of Public Health's (DPH's) telephony assets comprised of landlines, circuits, cell phones and pagers associated to numerous cost centers.

Under general direction, the incumbent is responsible for the following responsibilities, including but not limited to:

- Analyze, audit, negotiate, resolve, authorize and coordinate telephony bills from various service providers using web-based billing, import files and paper mediums to ensure correct DPH billing.
- Provide customer service assistance and advocacy to DPH departments by utilizing the Department of Technology's custom-designed systems TelUS and Teleweb.
- Handle wireless service for clients, while staying at the forefront of wireless technology to assist clients with recommendations to optimize, monitor costs and identify potential abuse.
- Responsible for interpreting complex service provider orders and activation reports issued by DPH-Telecom Engineers, DPH Service Desk, DPH-Telecom Authorized Contacts and Corporate Service Providers.
- Collaborate with Telecom Engineer on communication projects and/or upgrades to existing devices.
- Resolve issues with vendor, engineering technicians and client as it pertains to DPH's Telecommunication needs.
- Assess Department user requirements.
- Troubleshoot problems with telecommunication services and solve those problems with minimal disruption to Department users
- Participate in meetings with the Department of Technology, vendors and stakeholders as needed
- Assist with and make recommendations for telecommunications budgets
- Initiate and coordinate completion of requests for new and relocated telephone circuits
- Researches and recommends cost-effective upgrades to and replacements for existing equipment and services
- Provide end-user training on equipment features and services
- Assist with projects involving the installation or upgrade of communications solutions
- Maintain records and prepare required reports relevant to operations
- Performs other related duties and responsibilities as assigned by the department manager.

**Desirable Qualifications:**

The stated desirable qualifications will be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

- Experience working with wireless service providers/vendors
- Knowledgeable in current cellular service options and equipment features.
- Experience interacting and collaborating with requestors, various teams and vendors in the procurement of IT equipment/services
- Experience managing and tracking telecom related expenditures against annual budget and workorders.