Position Description

Requisition # 03020429

Position Number: 02002102

Dept: IET - COMMUNICATIONS RESOURCES - 061420

Position: BUSINESS SYSTEM ANALYST

Approved Payroll Title Code: 7583

Approved Payroll Title: BUS SYS ANL 2 NEX

Approved MSP Salary Grade:

Approved PSS Salary Grade: PSS20

POSITION DETAILS

Under the general supervision of the Analytical Support Team Supervisor, this position is responsible for the following:

- Provide Tier 1 level support for operational issues, relating to our telemanagement system. Compose detailed documentation of business requirements and support issues, iterates with the development team and files trouble tickets with the Pinnacle Telemanagement System vendor to implement enhancements and code fixes for locally customized and hosted portions of the application.

2-Setup and maintenance of our switch resync process and is responsible to maintain current and accurate E-911/MSAG data/feeds.

3-Process invoices and data feeds to the campus Financial systems (DaFis and Banner) each month totaling $880,000 for an annual billing of over $10.6 M. Assure all billing databases used to process the monthly bill are up to date and accurate. Coordinate the process with NSE/BO departments each month. Ensure the development and implementation of standard quality control practices to maintain accurate data within our telemanagement system.

-Setup and maintenance of administrative system functions within our telemanagement system.

Campus Job Scope:

Department Specific Job Scope:

Positions Supervised: None
**Essential Responsibilities:**

**30% TELEMANAGEMENT SYSTEM OPERATIONAL SUPPORT**
Tier 1 support for dept operational issues with the Telemgmt system. Compose detailed documentation of business requirements & support issues, iterates with the dev team & files trouble tickets with the Pinnacle Telemgmt System vendor to implement enhancements & code fixes for locally customized & hosted portions of the application. Gather/synthesize data to produce monthly operational statistics report & annual/historical trending.

**20% TELEMGMT SWITCH RESYNC/E-911 MANAGEMENT**

**20% TELECOMMUNICATIONS DATA QA, PROCESS & DOCUMENTATION**
Assure data within the billing databases are current & accurate. Coordinate with NSE/BOU depts. Set up & maintain monthly billing/scheduling calendar for coordination of downloading carrier files & running Telecomm bill. Research, investigate & resolve billing/rating issues. Set up & maintain full documentation for the processing imported & internal telecomm charges for creation of a campus wide departmental invoice. Complete QA process to ensure bills run completely & accurately. Assist SME in developing, documenting & implementing billing process changes. Monitor fallouts/discrepancies & provide documentation for training & workflow improvement. Analyze discrepancy reports. Assist in the resolution of Telemgmt billing & database discrepancies. Coordinate meetings to determine solutions & timelines. Follow up with unit leads to close open issues. Identify causes & make recommendations to correct discrepancies from occurring. Tier 2 support for billing issues.

**20% TELECOM PRODUCT & SERVICE CHARGES PROCESSING**
Create & process data to campus financial systems. Ensure creation & distribution of dept telecomm statements. Coordinate/execute process for creating & submitting accounting feeds, maintain
documentation, & recharge, income & student monthly bill creation & dissemination processes & maintain confirmation documentation. Telemgmt system contact for VoIP switch interface for toll call processing, troubleshoot & load carrier-provided call detail, service, & charge records into the billing system. Process invoice, then review each invoice for errors & ensure compliance. Create feed file for payment processing. Upload feed file to the AP server for check processing/distribution. Identify long distance calls that cannot be billed via automation & research details to execute manual billing. Review call detail records the automated bill process was unable to rate, determine the root cause of error & resolve issue so calls are either rated or removed. Develop & maintain a log for tracking receipt & processing the carrier-provided electronic media.

10% TELEMANAGEMENT APPLICATION ADMINISTRATOR
Manage roles & responsibilities for staff. Evaluate/create new application account requests. Manage & document task groups. Responsible for the development/maintenance of workforce scheduling components, & development/administration of system generated e-mail.

Sit and work in front of a personal computer for extended periods of time.

Physical Demands:

Work in a busy office environment with frequent interruptions.

Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems.

Vacation is restricted during busy periods.

Must be routinely on-call as required and carry pager/cell phone. Occasional travel required.

Work Environment:

Travel between campus and off-campus locations.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors or outdoors, including parking lots and residential space.
QUALIFICATIONS

Minimum Qualifications:

Experience with telecommunications and networking terminology and concepts.

Basic experience using of fund accounting and its use in a recharge organization.

Experience to reactively and proactively identify issues/problems, propose suggestions for research/resolution, and follow through with resolution.

Ability to understand technical documentation, grasp software concepts and ideas, and communicate intelligently with technical programming staff to identify, document, and resolve system issues.

Experienced work-related computer literacy, including knowledge of the Windows operating system and associated terminology, ability to perform common Windows tasks, and experience using standard office computer applications and peripheral equipment.

Experience to retrieve and analyze data from multiple disparate sources and synthesize it into a coherent, cohesive format.

Preferred Qualifications for Selection:

Experience with ticketing systems and tracking workload.

Experience with usability accessibility and performance testing.

Experience to work as an effective team member and to develop working relationships to achieve organizational objectives and to provide technical review and guidance to technical colleagues.

Good verbal and written communication skills with experience presenting to groups.

Strong experience as both a user and application administrator with Telecommunications management system.

Experience in organizing and managing time effectively.

Skill to estimate task requirements and complete assignments autonomously and on schedule.
Excellent analytical, problem-solving and decision-making skills to make sound judgments and creative solutions to complex problems.

Experience to learn and apply new technology rapidly.

Experience reviewing telecommunications bills, researching billing and inventory issues, and interfacing with the vendors to drive resolution.

Experience scheduling, batch scheduling, and executing system processes, and experience reviewing and validating that the processes executed correctly.

Experience using the PINNACLE communications management suite to recharge for telecommunications services.

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<td>Demonstrate commitment and support of the UC Davis Principles of Community.</td>
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<td>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</td>
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<td>Convey a helpful and positive attitude to the public, campus departments and the various units in support of the department's client service environment.</td>
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<td>Accountability for the safekeeping of resources in the employee's care and custody, and for following and implementing the cyber-safety guidelines.</td>
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<td>Excellent organizational and analytical skills.</td>
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<td>Provide informal training and mentoring to educate personnel in the use of products or services.</td>
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<td>Excellent skills to establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.</td>
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<td>Willingness to learn and apply new technology, and willingness to develop skills to promote professional growth.</td>
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<td>Willingness to routinely stay in communication with technical staff at</td>
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other organizations to stay abreast of computing developments and resources available over the network.

Excellent communication (oral, written, presentation, documentation) and interpersonal skills, using tact and diplomacy for interactions with clients and vendors.

Attendance at conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

Independently follow projects through to successful completion with a high degree of quality.