

## Job Description

Please check one of the following:

- ☐ New   
 ☒ Update   
 ☐ Advancement within same zone   
 ☐ Promotion to Higher Zone  
☐ Other

### 1. General Information

Date: 2/3/2021	Working Job Title: Cisco Voice Analyst	Position #: 63477
Employee Name: T.B.A.	Title Code: 49302308	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010180
Name of Supervisor: Dick Cassidy	Job Family Zone: Associate	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 8393	Zone Code: IT10S	Funding Source: 9229100090
<b>FOR HR USE ONLY:</b>		
FLSA Overtime Exemption: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Exemption Type:	

### 2. Job Summary

Incumbent will be responsible for ensuring continuous availability of the University of Nebraska telecommunications services. Including the design, implementation, and management of telephony equipment, appliances, and management solutions. Coordinate installations, changes, and upgrades to services. Monitor, analyze, and ensure telephony performance, capacity, and uptime meet university service level agreements within a 24x7 operation. Troubleshoot complex problems, individually, with other members of the team, and with third-parties. Requires regular interaction with other networking, systems, and telecom professionals in the design and delivery of services; and with end-users to provide direct support. Participation in scheduled on-call rotation is required and occasional work outside of normal business hours. Travel throughout the state of Nebraska is required. Responsible for implementing and maintaining cybersecurity controls and complying with cybersecurity standards. Possession and use of a personal cell phone and plan for business purposes, including on-call responsibilities, is a condition of employment.

### 3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Design, implement, and manage telecommunications infrastructure and associated software, including PBXs, call management systems, voicemail, interactive voice response, and audio/video conferencing systems.	30%	*
Troubleshoot and provide support for the university community in accessing and utilizing telecommunications services; including on-call support requirements. Answer user questions and keep campuses informed regarding changes, incidents, problems, policies, and procedures related to telecommunications.	20%	*
Monitor and identify capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems and desired quality of service. Prepare and deliver usage and inventory reports as requested.	15%	
Administer move, add, and change requests from end users as well as new line installations as required.	10%	

### 3. Duties and Responsibilities (Cont.)

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Develop and maintain telecommunications documentation, including user-level documentation.	<b>10%</b>	
Assists as necessary in maintaining campus-specific applications, systems or services.	<b>10%</b>	
Other duties as assigned.	<b>5%</b>	

**4. Zone Definition Factors** (Provide additional information not contained in the Duties & Responsibilities)

**A. Knowledge, skills and abilities**

Must have the skill and ability to logically solve telecommunications service problems. Must have demonstrated knowledge and experience with various telecommunications services computer network protocols, services and operating systems. Employee is on-call - - this responsibility may require the necessity to work outside of regular business hours.

**B. Problem Solving / Decision Making**

Regularly displays independent problem solving with complex problems.

**C. Interactions**

Daily interactions with Faculty, Staff, Co-workers, Students and Vendors.

**D. Nature of Supervision**

Supervision Over: ☐ Reg Staff ☐ Temp Staff/Students ☒ No Supervision  
Supervision Received: ☐ Close ☒ Moderate ☐ Limited/None

**E. Impact**

The timeliness of problem resolution frequently determines when users can proceed with their tasks. The quality of the solution can affect the productivity of the users. In evaluating hardware/software solutions for telecommunications, inaccurate choices may have widespread campus impact.

**5. Minimum Qualifications** (indicate "required" and "preferred" for each qualification)

**A. LEVEL OF EDUCATION:**

Associate's Degree; equivalency considered  
Bachelor's Degree in an IT related field; equivalency considered; preferred

**B. YEARS & TYPE OF EXPERIENCE:**

Three years' experience with the configuration, design, installation and maintenance of telecommunications services; required

**C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:**

CCNA Voice, CCNP Voice or CCIE Voice certification; preferred

**D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:**

Working knowledge of telephony, including VoIP, service design and support; required  
Familiarity with Ethernet networking; required  
Strong interpersonal and communication skills; required  
Ability to troubleshoot and solve complex problems; required  
Experience with Cisco Unified Communications solutions; preferred  
Experience with ACD and Contact Center concepts; preferred  
Experience with IT process automation; preferred

## 6. Physical Requirements

- A. GENERAL INFORMATION:** Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

Long hours of computer work may cause computer-related ailments, such as eyestrain, back pain, etc. Project deadlines may necessitate evening and weekend hours.

**B. GENERAL PHYSICAL REQUIREMENTS** Indicate the appropriate response for an eight hour day

*Indicate occasionally, frequently or continually*

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Sit	7	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle		<input type="checkbox"/>	<input type="checkbox"/>

Explain:

- C. SPECIFIC JOB REQUIREMENTS:** Complete only for job requiring at least occasional manual effort, climbing, lifting, reaching, exposure to harsh conditions, exposure to dangerous chemicals, etc. Provide additional information or explanation as needed to describe unique or special physical requirements.

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- D. THIS JOB REQUIRES EMPLOYEE TO:** Complete only for positions requiring lifting, carrying, pushing or pulling  
Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Occasionally (less than 2 hrs / day)				Frequently (2-4 hrs / day)				Continually (5 hrs / day)			
	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

**E. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:**

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F. PATIENT CARE AND RESEARCH JOB**

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<input type="text"/>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Wearing hearing protection apparatus	<input type="checkbox"/>	<input type="text"/>
Working with laboratory animals	<input type="checkbox"/>	<input type="text"/>
Exposure to chemical hazards	<input type="checkbox"/>	<input type="text"/>
Wearing protective clothing	<input type="checkbox"/>	<input type="text"/>