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Professional and Managerial Group

Computing and Communications Services
Hiring #: 2021-0019

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Network Infrastructure the Telephony Analyst, Network Infrastructure will be an integral part of a team of other analysts, providing consistent and high-quality support to the telephony network environment. Through collaboration and communication, the main responsibility of this role is to assess the needs of clients and provide recommendations to formulate design; develop custom scripts and deploy effective call distribution and/or processing solutions in the UCCX environment. Other duties include the evaluation of performance and capacity of telephony systems providing recommended improvements and implementation of modifications; monitoring interactions between telephone systems and external PRI/trunks and alarm circuits; conducting training sessions for on-campus users and creating procedural documents for clients and internal use. The role will also have a shared responsibility of collaboration technologies, including the operation and optimization of Cisco WebEx and a Cisco Jabber softphone solution.

This position additionally serves to provide second level support for telephony and user issues that are escalated from the CCS Help Centre. Other tasks include providing project coordination, telephony service documentation (web content & documents), development and documentation of Standard Operating Procedures, ensuring accuracy of telecommunication databases and spreadsheets and preparing purchasing orders for telephony equipment and maintenance renewals.

Requirements for this position include:

- A University degree in computer science or a related field along with several years work experience in a similar role preferably within an academic environment or an equivalent combination of education and experience
- Intermediate expertise working with Cisco UCCX v11 and Cisco Call Manager v11
- Intermediate expertise working with Cisco WebEx v39/40.x (Meetings, Events & Training) is an asset
- Previous experience with softphone technology (Cisco Jabber v12.x) and Siemens Hicom phone system is an asset
- Previous experience with project management methodologies (Waterfall, Agile) is an asset.
- Proven ability to work effectively both independently and within a team, exhibiting excellent oral and communications skills
- Excellent personal judgement and organizational skills with the ability to multitask and prioritize duties while dealing with frequent interruptions
- Exceptional customer service skills and positive attitude combined with a high level of diplomacy and professionalism with the ability to work in a changing environment
- Ability to troubleshoot, diagnose and resolve telephony issues and provide functional guidance

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until
the University resumes its regular operations.

Position Number 570-022
Classification P04*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2021 01 25
Closing Date: 2021 03 08

Keywords: current.opportunity [4]

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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
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