



Unified Communications Administrator Job Description

JOB INFORMATION

<i>Job Code:</i>	166390
<i>Job Title:</i>	Unified Communications Administrator
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Systems Engineering
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Performs system administration and configuration of cloud-based unified communications (UC) services (e.g., Zoom, Five 9) for a broad range of customers, partners, and key stakeholders in administrative and academic units. Identifies patterns of service requests and provides input to develop standard operating procedures.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
	X	7 years	in IT, communications, customer service, public relations, and/or related fields	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience providing excellent customer service.
X		Proven ability to understand and resolve customer requests in a timely and comprehensive way.
X		Demonstrated ability to actively seek information from multiple and diverse sources when problem solving.
X		Experience supporting continuous improvement efforts for IT support processes, policies, and procedures.
X		Experience tailoring information to a variety of audiences, creating detailed documentation and high-level summaries.
X		Experience working with digital, analog and VoIP-enabled phones and network environments with extensive features.
X		Exemplary collaboration, communication, and technical documentation skills, able to develop positive working relationships and strong rapport with team members.
	X	Experience troubleshooting Layer-2 telephony transports (e.g., ISDN PRI, T1, DS-3), and with service management software (e.g., ServiceNow, Pinnacle, Second Nature, ClearPass).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Monitors UC systems and services for operation, performance and security. Determines whether adjustments need to be made, conferring with technical support staff and vendors as appropriate.				
Responsible for on-boarding and off-boarding users and handling advanced features (e.g., Call Queue, shared lines, emergency configurations). Works with vendors to maintain appropriate level of support. Serves as a liaison between department and vendors to address customer experience and service-level agreements.				
Leads system troubleshooting, identifying hardware and software problems in a timely manner. Leverages telephony expertise and knowledge of common higher-education applications to facilitate timely and comprehensive issue resolution. Resolves routine problems and researches resources to identify solutions.				
Maintains currency with emerging technologies and industry trends, contributing actively to the department's knowledge base. Provides analytical and technical reports on UC system performance, health, availability and capacity using various performance monitoring tools.				
Develops and maintains appropriate system and process documentation. Generates reports for expense management and dashboard reporting. Formulates standards for system management.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____ Print Employee Name	_____ Signature	_____ Date
_____ Print Manager Name	_____ Signature	_____ Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.