



## Unified Communications Analyst (ITS) Job Description

### JOB INFORMATION

Job Code:	166759
Job Title:	Unified Communications Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

### JOB SUMMARY

Provides support for phone and comprehensive portal communications to a broad range of customers, partners, and key stakeholders in administrative and academic units. Responsible for engaging with callers to understand inquiries and issues, coordinating technical resources to provide timely, impactful resolutions that enable service delivery. Demonstrates ITS values in action.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		In
	X		Computer Science	Or
	X		Computer Information Systems	Or
	X		Information System Management - Network Management	Or
	X		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

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 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, able to listen, 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		Ability to tailor information for a variety of audiences including 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
Provides end-to-end support for unified communications service requests, configuring phone and comprehensive portals and deploying technical resources as required. Actively and empathetically listens to and engages with customers, working to understand and identify needs and resolve issues. Delivers consistent, high-quality service, adhering to standard operating procedures (SOP), training materials, and leading-practice guidance from leadership. Maintains accurate billing records.				
Provides troubleshooting support for service desk inquiries, escalating as appropriate. Minimizes repeat issues, identifying and reporting common service requests, and recommending SOP changes. Supports the application and infrastructure teams' troubleshooting, investigation, and resolution of escalated technical and business-process incidents, gathering detailed feedback, conducting initial assessments, and providing summary reports.				
Maintains currency with emerging technologies and industry trends, recommending and developing continuous improvements to support the unified communications team's vision and contribute to ITS' knowledge base. Leverages telephony expertise and knowledge of common higher-education applications to facilitate timely and comprehensive issue resolution.				
Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains collaborative relationships with diverse groups of customers and leaders to ensure consistent, reliable service is delivered to a range of stakeholders. Works with ITS leaders to develop and manage holistic strategies for delivering service.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	No

**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.