



## Senior Unified Communications Engineer (ITS) Job Description

### JOB INFORMATION

<i>Job Code:</i>	166804
<i>Job Title:</i>	Senior Unified Communications Engineer (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Telecommunications
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Develops unified communication solutions for the university. Develops best-in-class standards and advising on existing and emerging communications technologies. Responsible for coordination of engineering and technical support for infrastructure and services to ensure that systems are operating at peak efficiency. Demonstrates ITS values in action.

### 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		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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
	X	8 years		

#### 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Direct, hands-on experience with network transport, design, planning, and implementation.
X		Proven experience supporting large-scale telephony implementations and upgrades, and delivering reliable, quality service within a higher education environment.
X		Thorough understanding of voice applications and unified communications (UC) service networks, including network applications (e.g., Unified Communications Manager, voice switches, media gateways, routers, load balancers, firewalls).
X		Proven experience with PBX, voicemail, call center management, and carrier services (e.g., Avaya Communications Manager, Second Nature, Avaya Aura messaging, Frontier Centrex Manager, ATT Centrex Manager).
X		Comprehensive knowledge of data networking and IT fundamentals, and proven experience with service management tools, asset management and billing tools (e.g., ServiceNow, Pinnacle).
X		Knowledge of video conferencing, telepresence, and web conference solutions.
X		Ability to assess problems and prioritize accordingly, based on importance, and urgency.
X		Strong collaboration, communication and technical documentation skills, with experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in IT, higher education, or other relevant fields.

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Ensures that enterprise objectives are met through monitoring, timely service restoration, diagnostics, and tuning of the unified communications infrastructure. Enables resources to analyze and identify communications issues, and efficiently and effectively resolve them and their root causes. Anticipates challenges and changing business needs, and develops mitigation and remediation plans to address future impact. Supports the design, configuration, delivery and maintenance of new unified communications services to customers.				
Consults with university departments and stakeholders to determine suitability and capability of communications devices, in compliance with standard operating procedures (SOP) and all relevant policies and regulations. Works with vendors and external stakeholders to find and implement relevant, effective technologies and applications. Manages communications with stakeholders, technical staff, leadership and vendors (e.g., bug reports, contract negotiations, oral presentations), as required.				
Creates and maintains documentation, collaborating with team members to establish project plans, schedules, and priorities, and contribute to ITS' knowledge base. Participates in the development, implementation, and maintenance of SOP and relevant training for unified communications administration, operation, and disaster recovery.				
Leverages telephony expertise to support the unified communications team's vision, analyzing data and recommending and developing improvements by maintaining currency with emerging technologies and industry trends. Builds and maintains network of professionals, attending relevant events (e.g., organization meetings, conferences, trainings, trade shows) as appropriate.				
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

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's		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,

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.