

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Telecommunications Analyst

SERIES NO.:

5249

MAJOR AGENCIES:Department of Administrative Services, BWC, DOD &
Rehabilitation & Correction**EFFECTIVE DATE:**

01/09/2005

SERIES PURPOSE:

The purpose of the telecommunications analyst occupation is to assist state agencies in the procurement of telecommunications services (i.e., telephone, data communications, mobile radio, video) by analyzing requests & translating them into deliverable orders & planning telecommunications services which meet agencies' needs & are cost effective, or performs the preceding tasks for employing agency when DAS no longer provides service.

At the lowest level, incumbents process telephone utility changes by sending order to telephone company or directly by using computer system.

At the middle levels, incumbents analyze state agencies' requests or employing agency's requests for voice or data communication needs & translate them into ordering items for SONIC & local/long distance telephone company services & act as paid consultant to State Purchasing or technical liaison to SONIC & common carrier technicians & management, or direct plan review of voice telecommunication projects that are a part of the Long Range Information System & translate requests for most advanced voice communication services, or act as project leader on most complex computer network projects & analyze & translate requests for most advanced data communication services.

At the highest level, incumbents direct activities of telecommunications user services & supervise lower-level telecommunications analysts.

Note: Classification is restricted to Department of Administrative Services, unless certain functions have been decentralized to a given state agency (i.e., work directly with telecommunications companies instead of through DAS).

CLASS TITLE

Telecommunications Service Request Coordinator

CLASS NUMBER

52490

PAY RANGE

30

EFFECTIVE

01/09/2005

CLASS CONCEPT:

The entry level class works under general supervision & requires some knowledge of telecommunications services & common carrier services & telephone ordering & billing procedures in order to process telecommunication requests using on-line integrated service order processing system residing on VAX computer & act as liaison with common carriers & state agencies or employing agency if functions are decentralized (i.e., work directly with telecommunications companies instead of through Department of Administrative Services) regarding Centrex feature changes & telephone service orders when information is incomplete or conflicting.

CLASS TITLE

Telecommunications Analyst 1

CLASS NUMBER

52491

PAY RANGE

34

EFFECTIVE

06/08/1997

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of basic data communication services served from standard locations or voice telecommunication services for end user work stations & Public Utilities Commission & FCC tariff process in order to analyze state agencies' or employing agency's requests for data or voice communication services & translate them into ordering items for SONIC & local/long distance telephone company services & act as consultant to State Purchasing relative to procurement of equipment or technical liaison to SONIC & common carrier technicians & management concerning order definition & tracking.

CLASS TITLE

Telecommunications Analyst 2

CLASS NUMBER

52492

PAY RANGE

35

EFFECTIVE

06/08/1997

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of advanced voice or data communication services in order to direct plan review of voice telecommunication projects, or act as project leader on most complex computer network projects (e.g., Ohio Department of Transportation's TI voice/data/video network) & technical liaison to network planners to track network service offerings & availability & participate in planning of new data or voice services & in addition to either previously cited option, to conduct formal training classes for lower-level telecommunications analysts & agency voice or data telecommunication coordinators & review/assist lower-level telecommunications analysts in writing

provider sections of on-line coordinators service system.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Telecommunications Analyst Supervisor	52495	16	01/09/2005

CLASS CONCEPT:

The supervisory level class works under general direction & requires thorough knowledge of voice & data communication services in order to direct activities of all telecommunications user services design for state agencies or employing agency, develop & implement policies & procedures for statewide voice & data telecommunications systems & supervise telecommunications analysts.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Service Request Coordinator	52490	14	01/09/2005	30

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes telecommunication technical service requests from telecommunication coordinators of state agencies or employing agency if functions are decentralized (i.e., works directly with telecommunications companies instead of through Department of Administrative Services) using on-line integrated service order processing system residing on VAX computer, makes detailed & extensive feature changes to telephone stations using software capabilities involving Ohio Bell Centrex DMS-100 telephone system using Centrexmate computer system & acts as primary liaison between Ohio Bell, other common carriers & state agencies or employing agency regarding Centrex feature changes & telephone service orders in event of incomplete or conflicting information.

Directs routine requests to proper service provider; consults with telecommunications analysts for direction on complex orders; acts as primary contact for questions concerning routine service orders & feature changes.

Receives calls from state agencies or users of employing agency reporting trouble with 3807 on-line system; operates video display terminal to make changes into several different systems (i.e., DEC VAX, Ameritech Centrexmate VT200); interprets Centrex service problems on Ohio Bell DMS-100 & determines decision when solution can be achieved with software corrections.

Provides basic information to billing department in response to routine questions.

MAJOR WORKER CHARACTERISTICS:

Knowledge of voice telecommunication services & common carrier services; telecommunication billing procedures; public relations; telephone companies ordering procedures. Skill in operating internal & telephone company system computerized control (i.e., Centrexmate, 3807 on-line system)*. Ability to apply service offerings to specific requests; define problems, collect data, establish facts & draw valid conclusions; communicate effectively regarding technical & non-technical matters; deal with large number of variables & determine alternatives which meet agency needs; handle inquiries &/or sensitive contacts with agency or vendor representatives & officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. trg. or 2 yrs. exp. in technical or telecommunications service order processing; 12 mos. trg. or 12 mos. exp. in telecommunications feature applications or in determining service capabilities of common carriers; 1 course or 3 mos. exp. in public relations or customer service.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Analyst 1	52491	14	06/08/1997	34

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Designs & implements standard & expert voice communication solutions (e.g., CENTREX, business lines, calling card, 800, voice mail options, ACD, long distance) to meet requests for telecommunication services for state agencies or employing agency; or analyzes requests from state agencies or employing agency for basic data communications services (i.e., SONIC analog private lines, 56K, DDS, TI, DS-3, LAN) served from standard locations (i.e., available microwave & fiber-optic points of presence in local access transport areas of state) & provides alternative recommendations to ensure most cost efficient solutions.

Reviews proposed voice telecommunication requests outlined by state agencies or users in employing agency in their plans for Long Range Information System, researches & recommends services to meet needs & acts as consultant to State Purchasing relative to procurement of equipment to meet specific designs & to explain benefits & cost solutions of available voice telecommunications offerings; or acts as technical liaison to SONIC & common carrier technicians & management, relative to order definition & tracking, to ensure agency needs are satisfied, translates non-technical agency requests into technical ordering items & meets periodically with SONIC & local/long distance telephone companies management to ensure orders comply with procedures, or in BWC, serves as liaison with MIS staff & local service providers to resolve technical telecommunications issues.

Trains state or employing agency telecommunications coordinators in use of on-line computer communications service request system as it relates to data or voice communication services; serves as division's representative to other DAS computer system project implementation teams.

Writes & updates sections of on-line procedures (e.g., X .25 packet switching, SONIC analog private lines, 56K, DDS & TI; or rates & capabilities for long distance services & Centrex).

MAJOR WORKER CHARACTERISTICS:

Knowledge of design & application of voice telecommunication services (i.e., Centrex or common carrier, voice mail options, long distance, ACD) or design & application of data telecommunication services (i.e., analog, DDS, TI, microwave, fiber-optics, local telephone company offering, X .25, LAN); telecommunications billing & ordering procedures; business administration; statistics; public relations. Ability to analyze agency requests for voice or data telecommunication services, perform cost/benefit analysis & design telecommunications services to meet agency needs & recommend alternatives; use statistical analysis; handles general & sensitive inquiries from & contacts with vendor representatives & state agency telecommunication coordinators; write on-line procedures & other technical reports.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in business administration; 12 mos. trg. or 12 mos. exp. as telecommunications coordinator or as common carrier design analyst for voice or data telecommunications services (i.e., with trg. or exp. commensurate with position to be filled); 12 mos. trg. or 12 mos. exp. in public relations or customer service; 2 courses or 6 mos. exp. in statistics or performing cost/ benefit analysis.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Analyst 2	52492	14	06/08/1997	35

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as project leader on most complex network projects (e.g., combined network for voice, data & video for large state agency having multiple offices throughout state) & technical liaison to network planners (i.e., SONIC management, GOSIP computer consultants, local/long distance carrier engineers & management) to track network service offerings & availability & participates in designing new data services; or directs plan review of voice telecommunication projects as part of Long Range Information System process & assists SONIC planners in design of new voice services.

Analyzes, designs & implements advanced voice (e.g., ACD, custom, high volume) or data (e.g., U.S. Government Open Systems Interconnection LAN services) communications services to meet state agency requests & performs high quality cost-benefit analysis of alternatives; provides rate setting information & advice to division controller & works cooperatively with Office of General Counsel, carrier & Ohio Public Utilities Commission in establishing voice telecommunication services.

Conducts formal training classes for lower-level telecommunication analysts & state agencies' voice or data telecommunications coordinators on costs & benefits of voice or data telecommunication service alternatives or in BWC, trains employees of assigned agency on new line installation information or telecommunications hardware & software; reviews & assists lower-level telecommunications analysts in writing provider sections of on-line coordinator service system.

MAJOR WORKER CHARACTERISTICS:

Knowledge of design & application of advanced data telecommunication services (e.g., U.S. Government Open Systems Interconnection LAN services; combined network for voice, data & video for large, decentralized organization) or design & application of advanced voice telecommunications services (e.g., ACD, custom, high volume); telecommunications billing & ordering procedures; statistics; business administration; public relations; telecommunications policy planning*; employee training & development*. Ability to analyze agency requests for advanced voice or data telecommunications services, perform cost/benefit analysis, design telecommunication services to meet agency needs & recommend alternatives; use statistical analysis; handles routine & sensitive inquiries from & contacts with vendor representatives, state agency telecommunication coordinators & other departmental officials; write &/or edit on-line procedures for providers & other technical & non-technical reports; prepare & deliver training materials to technical audiences.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. exp. as Telecommunications Analyst 1, 52491.

-Or completion of undergraduate core coursework in business administration; 2 yrs. trg. or 2 yrs. exp. as telecommunications coordinator for large, decentralized organization using multiple telecommunications services or as senior design analyst (i.e., design of advanced voice or data telecommunications services) for common carrier (i.e., with trg. or exp. commensurate with position to be filled); 18 mos. trg. or 18 mos. exp. in public relations or customer service; 12 mos. trg. or 12 mos. exp. in statistics or performing cost/benefit analysis.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Analyst Supervisor	52495	EX	01/09/2005	16

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Directs all telecommunications user services design activities for state agencies or employing agency (i.e., telephone, data, video & mobile radio services), develops & implements policies & procedures for statewide or agency-wide in BWC invoice & data telecommunication systems, supervises lower-level telecommunications analysts & oversees training of staff & all state telecommunication coordinators or designated personnel (i.e., latter applies to BWC only), delivery of telephone operator services & consultant services to State Purchasing.

Validates cost/benefit analysis performed by staff on major projects; evaluates & directs suggestions for Long Range Information System plan for state telecommunication coordinators; accounts for needs of customers in research & project development for existing, planned & future implementation of telecommunication services (i.e., expanded CENTREX services, ACD applications, data services, SONIC applications, new long distance & common carrier offerings & voice mail).

Organizes conferences & meetings; writes policy & instructional materials.

MAJOR WORKER CHARACTERISTICS:

Knowledge of full range of design & application of data & voice telecommunication services; business administration; supervisory principles & techniques*; employee training & development*; statistics; public relations; common carrier regulations*; telecommunications policy planning. Ability to deal with large number of variables relative to planning, analyzing & designing all data & voice telecommunications services; write telecommunications service policies & other technical & non-technical reports; validate cost/benefit analysis; handle routine, sensitive & emergency inquiries from & contacts with staff, agency managers & officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. exp. as Telecommunications Analyst 2, 52492.

-Or completion of undergraduate core coursework in business administration; 3 yrs. trg. or 3 yrs. exp. as telecommunications coordinator for large, decentralized organization using multiple telecommunications services or as senior design analyst (i.e., design of advanced voice &/or data telecommunications services) or in telecommunications management for common carrier; 2 yrs. trg. or 2 yrs. exp. in public relations or customer service; 2 yrs. trg. or 2 yrs. exp. in statistics or performing cost/benefit analysis.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.