



Provincial Job Description

TITLE:
**(161) Information Technology
Telecommunications Analyst**

PAY BAND:
15

FOR FACILITY USE:

SUMMARY OF DUTIES:

Responsible for the operation and maintenance of telecommunication systems consistent with user needs, organizational objectives and technical/financial resources.

QUALIFICATIONS:

- ◆ **Computer Systems Technology diploma**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Knowledge of computers, networks and protocols**
- ◆ **Analytical skills**
- ◆ **Communication skills**
- ◆ **Organizational skills**
- ◆ **Interpersonal skills**
- ◆ **Problem solving and decision making skills**
- ◆ **Valid drivers license, where required by the job**

EXPERIENCE:

- ◆ **Previous: Twenty-four (24) months previous experience in a business telecommunications environment.**

KEY ACTIVITIES:

A. Telecommunication Operations

- ◆ **Designs and implements solutions, utilizing existing and new technologies for unique user specific needs.**
- ◆ **Performs / arranges for installation, modification and repair of telecommunications equipment.**
- ◆ **Maintains voice mail system.**
- ◆ **Documents telecommunications infrastructure; analyzes trends for further analysis.**
- ◆ **Coordinates internal and external technical staff (e.g., SaskTel) to ensure system operation.**
- ◆ **Works closely with other departments to ensure coordination of services and minimize costs.**
- ◆ **Deals with and resolves complaints or problems related to telecommunications services.**
- ◆ **Processes change requests, issues and tracks work orders.**
- ◆ **Identifies user requirements and assists with the development of proposals and funding requirements.**
- ◆ **Participates in the purchasing process for new telecommunications equipment and software.**
- ◆ **Liaises with vendors when analyzing equipment and collecting cost data.**
- ◆ **Develops and implements policies and procedures regarding telecommunication services.**
- ◆ **Designs, implements, monitors and maintains back-up and recovery strategies.**
- ◆ **Monitors billings for unusual activity.**
- ◆ **Monitors, investigates, and reports fraudulent use of telecommunication systems.**
- ◆ **Develops, tests and implements disaster plans.**
- ◆ **Responsible for compilation, production, distribution and maintenance of internal and external telephone directories.**

B. Planning

- ◆ **Initiates and reviews statistics regarding capacity and usage of equipment and software to enable proper allocation of telecommunication resources.**
- ◆ **Forecasts future needs to ensure capacity of telecommunication equipment and software is sufficient to meet requirements.**
- ◆ **Performs cost benefit analysis on required improvements for submission to the capital budget.**
- ◆ **Assists with the development of a long-term strategy for multimedia integration.**

C. Training

- ◆ **Designs, documents and offers training sessions and/or user manuals related to tele communications equipment and voice mail.**
- ◆ **Provides written and verbal updates to affected users after the installation of new or enhanced software.**
- ◆ **Works closely with department representatives to make changes / enhancements for departments as a whole.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: June 16, 2022