



# Provincial Job Description

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

**PAY BAND:**  
**15**

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**FOR FACILITY USE:**

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**SUMMARY OF DUTIES:**

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

**QUALIFICATIONS:**

- ◆ Computer Systems Technology diploma

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of computers, networks and protocols
- ◆ Analytical skills
- ◆ Communication, organizational and 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 region-wide 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, such as space/construction/renovation, 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 analysing 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 or negative cost causing patterns.
- ◆ 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 regional 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 regional 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 telecommunications 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.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Date: 2005**

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