



XEC Solutions, LLC

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Communications Analyst

General Functions

This is responsible administrative support for voice and data network communications for all County departments and Elected Officials. A person in this classification functions as a single point of contact for all voice and data work requests and acts as Project Manager for all voice and data cabling projects.

Representative Duties

- Receives and processes all voice and data requests. Plans, coordinates and implements communication projects which may include software, hardware and voice data infrastructure cabling.
- Recommends, designs and implements technical solutions including call management systems, voice response applications and CTI technology.
- Performs communication systems administration including call center applications, system announcements, automated attendants, capacity planning, IP telephony and application of system patches.
- Obtains cost estimates for installations, changes and communication repairs.
- Tracks information related to service order requests, programming changes, inventory utilization, key sheets, floor plans and IP addresses.
- Performs other related duties as assigned.

Minimum Qualifications

Bachelor's Degree from an accredited institution in Computer Science, Telecommunications, Electrical Engineering or other closely related field and three years experience supporting converged PBX and Voice Mail networks with multiple locations or an equivalent combination of related education, training and experience.

Ability to program and support PBX, ACD, VoIP and voice messaging systems.

Must be able to support communication systems after hours (on call) on a rotational basis.