

# Telecommunications Systems Analyst II

## *Essential Task Rating Results*

1	Interpret and analyze State and Federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual) to determine impact on telecommunications systems and program operations.
2	Evaluate telecommunications systems, prototypes, and proposals with engineers, vendors, and/or clients to ensure receipt of telecommunications equipment based upon project contract requirements and specifications.
3	Evaluate financial restraints and budget limitations of telecommunications systems, prototypes and proposals with engineers, vendors, or clients to ensure they remain within the planned contract.
4	Make recommendations for programs, policies, procedures, and business processes to ensure operational efficiency.
5	Analyze telecommunications systems requirements, costs, and customer needs to determine feasibility of projects and to develop system plans.
6	Process procurement specifications to acquire telecommunications commodities or services for clients using technical knowledge, stakeholder input, and product and vendor information.
7	Identify products, equipment and services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modify existing telecommunications systems as needed and/or directed by the supervisor.
8	Verify that telecommunications systems and equipment were installed and necessary services were received to ensure compliance with relevant contracts and Federal, State, local and departmental laws, rules, regulations, and codes.
9	Monitor the work authorization process to ensure the timely repair, installation, and efficient operation of telecommunications systems throughout the state.
10	Set up telecommunications project accounts (including information such as client and billing specifics, system type, and subscriber sets) in the database to track telecommunications projects.
11	Monitor telecommunications project account information (e.g., client and billing specifics, system type, and subscriber sets) in order to ensure accurate telecommunications project information.

12	Update information in appropriate database(s) to track equipment usage and telecommunications systems specifications and monitor equipment and services.
13	Verify the accuracy of cost estimates developed by vendors utilizing Master Purchase Contracts and Master Service Agreements to ensure cost containment.
14	Initiate and coordinate transfer of incoming/outgoing equipment for specific projects with vendors and department warehouses to ensure appropriate installation, testing, and/or repair.
15	Perform oversight and risk analysis of projects and deadlines to ensure delivery of services meets operational, scheduling, and budget requirements.
16	Prepare and submit telecommunications invoices and reimbursement claims to the department Accounting Office for payment.
17	Verify that invoices match the approved contracts or purchase orders to ensure reconciliation activities are initiated and vendors are billing for the approved services and amounts.
18	Dispute and reconcile invoices with vendors to resolve discrepancies and ensure proper payment of telecommunications systems, equipment, and services.
19	Develop and maintain accurate records of telecommunications systems, equipment, and services for future planning and equipment installations using computer programs, existing reports, and filing systems.
20	Complete work authorization documents (e.g., TD-207, TD-284, TD-280) which includes the agency billing code, location for job required, and project specifics to initiate telecommunications project work.
21	Verify the completion of project documentation (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures, guidelines, computer software, and technical knowledge to close out projects.
22	Review documents (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures and guidelines, computer software and technical knowledge to initiate the next phase of the project.
23	Recommend approval of documents (e.g., TD-207, TD-284, TD-290, TD-280, TD-310, TD-311, TD-312, TD-400) using departmental procedures and guidelines, computer software, and technical knowledge to initiate the next phase of the project.
24	Assist in training new staff on various telecommunications systems network information, equipment operations, departmental policies and procedures and other relevant matters to ensure understanding of work processes.

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26	Answer client's questions and provide direction regarding basic equipment standards, equipment technology and advances, compliance with laws, rules, regulations, policies and warranties to ensure they are knowledgeable on equipment standards and current technological options.
27	Lead the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks to the department using effective skills and tools (e.g., communication, project management, workload tracking/monitoring) under the direction of the supervisor.
28	Evaluate statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and is consistent with contract requirements in accordance with departmental manuals, guidelines and planning documents.
29	Review and evaluate the work of vendors and/or internal staff (e.g., fiscal, engineer) to ensure effectiveness, technical adequacy and compatibility in the resolution of telecommunications service problems.
30	Consult with stakeholder teams (e.g., vendors, staff, clients) to ensure the timely and appropriate installation and functioning of telecommunications systems using status reporting, oral and written communication, and problem resolution techniques.
31	Develop action plans and/or schedules to coordinate installation of new telecommunications systems, equipment, and services based on operational needs using project management methods and tools, input from management, and vendors.
32	Coordinate the installation of new telecommunications systems, equipment, and services based on operational needs using project management methods and tools, input from management, and vendors to ensure adherence to action plans and/or schedules.
33	Consult with subject matter experts to address client and other related telecommunications issues (e.g., telecommunications systems, network configurations, and network architecture, including hardware and software technology).
34	Consult with management, staff, clients, agencies, and vendors to provide technical information using departmental policies and procedures, State and Federal telecommunications regulations, Government Codes, Public Utilities Commission guidelines, and the State Administrative Manual.
35	Participate in office meetings to obtain and provide information regarding office and funding policies, administration, and telecommunications products, services, and policies.

36	Update management and/or other individuals (e.g., staff, vendors, clients, agencies) regarding telecommunications systems, equipment, and service projects to ensure compliance with relevant contracts and Federal, State, local and departmental laws, rules, regulations, and codes.
37	Consult and coordinate with engineering and/or other technical staff to ensure work efforts are meeting client needs and work remains within established deadlines.
38	Consult with engineers, clients, agencies, vendors, and others to discuss existing and potential telecommunications systems, projects, or equipment.
39	Prepare reports (e.g., monthly accounting, inventory, expiration, license, billing) using departmentally approved computer software and guidelines to facilitate the successful and timely completion of assigned duties.
40	Prepare written correspondence to vendors, management clients, and agencies using departmentally approved computer software and guidelines to provide information on new policies, procedures or respond to inquiries.
41	Follow-up with clients and agencies to ensure questions are verbally addressed (e.g., billing inquires, communication site, questions regarding equipment acquisition).
42	Create new database tracking systems using departmentally approved computer software applications to ensure operational efficiency.
43	Assist in creating new database tracking systems using departmentally approved computer software applications to ensure operational efficiency.
44	Resolve client complaints or problems to ensure operational efficiency and customer satisfaction using various communication and interpersonal skills and knowledge related to telecommunications systems and policies and procedures.