Our innovative and growing company is searching for experienced candidates for the position of telecommunications analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for telecommunications analyst

- Assures compliance of the Telecommunications environment with security standards and policies
- Identifies customer system requests and resolves system problems
- Provides consulting services to Global Voice Services on new initiatives of varying complexity and provide analytical due diligence for acquisition and new business opportunities
- Develops proposals for medium to large Telecom projects and leads detailed requirement phases identifying, tracking, escalating and/or resolving business systems issues
- Assesses, researches, analyzes and documents sponsor/stakeholder needs in accordance with requirement
- Provide agent administration, reporting and monitoring
- Provide Tier 1 system support for the Guest Contact Center and Tier 2 support for other departments and end users
- Evaluates, recommends, and installs new and upgraded voice/data
- Apply telecommunications field experience to prepare and contribute analysis and assessment reports, data methodology and model reviews, briefings, issue papers, and technical publications
- Work with a team of experienced infrastructure experts to analyze the complexities of infrastructure dependencies and interdependencies, while applying expertise from the telecommunications industry

- Ability to support, configure WebEx
- Should be able to manage multiple communications projects while also fielding requests and support from various sources
- 1+ years hands on experience designing and supporting call recording systems
- Prefer 1+ years of experience with AT&T Route-It
- Prefer experience or exposure to Avaya Aura Experience Portal
- Comprehensive knowledge with Polycom VC systems, Projectors, TV's, switchers, amplifiers, Extron control panels, Knowledge within the digital signage arena is desired