Our growing company is searching for experienced candidates for the position of telecommunications analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for telecommunications analyst

- Cell phone support
- Circuit quotes with various service providers
- Circuit orders
- Monthly client reports
- Coordinate with Workforce Planning and Management teams to ensure that routing solutions follow best practices in meeting the client needs overall business objectives
- Maintain and update routing data in both CMS and the Toll Free Number databases and ensure appropriate communication to the parties requiring this information
- Lead communications across internal and external stakeholders that identify data integrity issues, risk assessments and impact analysis, to incorporate resolution and/or mitigation options
- Compile and present management level reports that summarize data quality and usage metrics, project pipelines and backlog
- Oversee process driven initiatives that enable the on-boarding of new customers to begin reporting data
- Assist stakeholders across the Enterprise Data Council to define and implement data governance strategies and procedures which support Enterprise Growth Initiatives and New Product Innovation

- Provide Day to day operational global support for trouble reports
- Expertise in Avaya System and Session Manager programming
- Knowledge of ARS routing configuration
- Proficient troubleshooting SIP, TDM trunking and stations
- Avaya Experience Portal and SBC programming skills are preferred
- Perform all operational aspects of voice, video and UC support…Including, but not limited to, assigning phones, assisting with meeting scheduling