



Example of Telecommunications Analyst Job Description

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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

- Manage the creation and testing of business rules to correctly handle and use the data, including developing metrics and reports for all levels of management
- Utilize business intelligence tools to create analytical views and dashboards of the data set
- Conduct ad hoc data extractions and analyses in response to business requests
- Performing telephone system moves, adds, changes and deletes
- Provide support on all aspects of video teleconferencing (VTC) telecommunications, to include troubleshooting, diagnostics, reporting and follow up on incident failures
- Provide on demand support for real time warfighter/partner VTC events, in person, over the phone or email
- Use Remedy Ticket Management System to track and work all issues
- Work with COMSEC/KEYMAT devices such as KG194s and KIV7s to provide classified video services
- Provide support for IP video teleconferencing networks
- Brief and interface with Global Video Services (GVS) representatives and high level DOD counterparts on GVS issues

Qualifications for telecommunications analyst

- Requires frequent sitting, normal or corrected vision and manual dexterity sufficient to operate computer
- Requires the ability to walk to various locations and to function in a stressful environment
- Requires clear verbal communication by phone and in person
- Preferred 2+ years' experience with data handling/quality tools SAS, SQL, Spotfire, Tableau or other industry-standard tools
- Issue management with both internal teams and 3rd party partners/providers