



# Example of Unified Communications Job Description

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Our innovative and growing company is looking to fill the role of unified communications. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for unified communications

- Conduct new hire training classes for assigned departments (e.g., Reservations, Call Execution)
- Conduct training on new products and services offered
- Conduct training for performance improvement training
- Partner with assigned departments to identify specific areas for improvement based on feedback
- Act as a subject matter expert for specifically assigned platforms/system training
- Conduct audits of the operations to ensure all processes and procedures are being followed and communicate discrepancies to management for follow up
- Thoroughly assess customer's needs to devise the most effective, efficient, and appropriate training model and materials necessary to exceed customer expectations
- Interface with other groups including Product Management & Development, Network Planning, IP Engineering, Service Delivery, and Service Assurance
- Implement Messaging and Collaboration services solutions
- Propose optimizations/solutions for customer's environments

## Qualifications for unified communications

- Managing and monitoring the Video network for Quality of service issues like link loss, jitter, blurry active conference, Network coordination/vendor

- Minimum of 8 years' experience in IT/ Telecommunications experience
- Data networking knowledge, telephony Integration and conferencing
- Demonstrated ability to perform complex problem isolation within LAN/WAN Networks
- Bachelors' degree in a Computer Science or related field