Telephony Analyst Job Family

JOB TITLE	Telephony Analyst I (Admin Level 2)	Telephony Analyst II (Admin Level 3)	Senior Telephony Analyst (Admin Level 4)
Promotion Criteria	Significant experience in the telephony field, generally as a technician. Able to apply technical skills to moderately complex system issues	More project oriented work – with increasing size and scope of projects; complexity of projects – technically, as well as interaction with others; leadership required	Competency managing large, complex projections, involving IS&T, clients, vendors and others. Very strong ability to apply technical knowledge to business issues.
Position Overview Statement:	Coordinates telephony work to support small to mid-sized telephony projects (or subprojects within larger projects), such as a departmental moves, building renovation, or rollout of new technology. Projects generally involve small numbers of other IS&T staff; may involve external contractors. Also responsible for ongoing support of MIT's telephony infrastructure, including a carrier class 5E telephone switch, ensuring continuing operations and followup as issues develop.	Coordinates telephony work to support mid to large scale projects, or subprojects within larger projects, such as providing IT infrastructure to a new building, Projects generally involve coordinating other resources, internal and external to IS&T.	Coordinates large projects, including those with broad Institute impact and/or significant technology issues. Projects involve diverse stakeholders, and complex issues, related to planning, provisioning, operating, maintaining and enhancing MIT's telephony infrastructure and services (e.g. cell phone, Voicemail migration, ACD etc)
Principal Duties and Responsibilities	Monitor performance of MIT's carrier class 5ESS telephony switch and related components (>20K lines, plus carrier trunks and redundant sites) Support operational changes and projects (e.g., new buildings, new class-of-service definitions, E911, etc) Install software and hardware, as needed. Analyze switch related problems. Anticipate and solve hardware and software problems. Provide on-call support for 24x7 operations	Support projects and operational changes (e.g., new buildings, new class-of-service definitions, etc). Analyze switch related problems. Analyze traffic patterns and make recommendations for improvement. Assist with trunk, power, and space management; voicemail; ACD; modem pool; inventory management (5E cards, power, NTI, racks, terminating resistors, emergency phones, cords, etc); manage process regarding spare switch capacity. Provide technical consultation, as needed. Provide on-call support for 24x7 operations	Support and/or lead projects or major operational activities (e.g., cell phone contracts, rebidding long distance service, introducing new ACD, develop in-building cell solution etc). Analyze a broad range of telephony issues and make recommendations. Provide on-call support for 24x7 operations
Supervision	General supervision; technical direction	General supervision; defines own process	General supervision; progress reviewed at

Received:	may be provided by more senior staff. progress reviewed periodically.	for coordinating project (within in general dept guidelines and project management methodology) progress reviewed at key milestones. Technical direction may be provided by more senior staff.	key milestones.
Supervision Exercised:	May oversee contractors, and/or direct temporary help.	Generally will oversee contractors, and/or direct temporary help.	Frequently directs the work of others.
JOB IMPACT			
Overall Impact	Responsible for small to mid-sized projects that impact a defined populations, such as a renovation or departmental move, as well as components of projects with major impact, such as a change in a class of service	Responsible for mid to large sized projects, with broad impact.	Responsible for projects with Institute-wide business and/or technical impact.
Budget Impact			
Resources	Generally solely responsible for the work and coordinates information flow and deliverables with internal and external resources		
Timeline	Projects generally completed in 1-6 months	Projects generally completed in 6-12 months	Project may be a year or longer
Complexity:	Projects and activities generally based on repeatable standards and practices, although, as technology changes, complexity increases	Projects incorporate repeatable standards and practices where possible, but also may require defining new approaches	Projects frequently involve significant business and/or technical complexity (e.g., designing new telephony service). Maybe be expected to develop and review complex requests for proposals and contracts. Makes recommendations weighing a variety of factors
Functional/ technical	Projects and activities require >10 years of broad and deep telephony experience Typically requires communication proficiency sufficient to write or talk with clients, project team members and/or suppliers. Expected to learn telephony	Projects require people management experience to ensure that work done by others meets standards and specifications.	Projects frequently require business skills, including negotiations.

	related technology areas previously not known.		
Organizational/ political	Not expected to deal with complex organizational or political issues; however, recognizes issues that need to be escalated, and knows when and how to escalate.	Expected to address some organizational or political issues and recognizes when to escalate more complex issues .	Expected to address complex organizational and political issues in dealing with IS&T and other MIT colleagues, as well as vendors and contractors.
Change Management	Projects and activities require little change management.	Projects may require some change management skills.	Project frequently require change management skills.
Stakeholders	Will vary based on project; may include anyone at MIT with a phone	Will vary based on project	Will vary based on project. May include groups such as Facilities, Campus Police, Environmental Health and Safety
Number of Projects	2-4 concurrent projects, along with operational responsibliities	1 large project and 2-4 smaller, concurrent projects, including oversight of some operational responsibilities.	1-3 large projects, along with smaller projects and oversight of some operational activities
Percent of Effort	Work is split between project and operational responsibliites	Typically, most time is spent in project coordination activities (i.e., little or no 'operational' responsibilities)	
QUALIFICATIONS/ TECHNICAL SKILLS:			

Knowledge, Skills & Expertise	Requires knowledge of telephony switch management learned routines, procedures, practices and more complex skills. Requires full working knowledge of job responsibilities including basic knowledge in a professional field. Requires general understanding of some operations outside own work unit (e.g. other IS&T areas, Facilities).	Requires knowledge of MIT's and IS&T's policies and procedures, particularly related to procurement. Requires an understanding of theoretical and practical aspects of telephony. Understands internal/external clients; maintains awareness of external trends and best practices in relevant fields.	Requires a thorough understanding of both theoretical and practical aspects of telephony technology and telephony business issues. Requires understanding of how telephony used at MIT. Understands internal/external clients; requires awareness of external trends and best practices. Requires project management skills; designs solutions for internal/external clients. Considered a resource for others. Addresses complex internal/external client situations. Is available as an expert resource in telephony area. Integrates new concepts, practices, and emerging technologies into strategic planning that may affect the Institute as a whole.
Critical Thinking & Problem-Solving	Problems are similar to past experiences and precedents. Chooses from established alternative approaches to find a solution. Makes suggestions to improve work methods and procedures. Deals with problems that must be broken down into manageable pieces. Sees relationships between problem components and prioritizes them. Utilizes knowledge, experience and available resources to find solutions. May participate in development of improvements and help implement change.	Helps others in clarifying somewhat complex problems; adapts or modifies established approaches. Selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions. Balances competing short- and long-term goals within one's area in alignment with the larger area's direction and objectives.	Recognizes problems or situations that are new or without clear precedent. Finds solutions using a systematic, multi-step approach. Primarily responsible for developing improvements and innovations to enhance performance. Identifies, develops, and initiates innovations and solutions where precedents and procedures may not exist. Cross-functionally to solve problems and implement changes. Analyzes decisions and actions for their support of the larger area's strategic direction. May work with senior management, resolving more complex problems. Addresses problems that affect the Institute as a whole (e.g. cell phone reception). Charged with identifying causes and effecting solutions. Seeks opportunities for joint solutions of related problems with other areas. Initiates strategies with other organizations (e.g., Facilities, EHS) to achieve mutual long-term goals.

Collaboration	Collaborates with team; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues.	Actively seeks help in gathering resources, solicits input, Leads groups in developing project plans and monitors progress. Identifies when outside support is needed. Identifies the people critical to resolving problems or reaching decisions and brings them together. Actively participates in cross-functional groups to solve problems.	Is accountable for successful group process and achieving desired results. Mediates stalemates within and among groups within a single function to move toward conclusion. Identifies the people critical to resolving problems or reaching decisions and brings them together. Actively participates in cross-functional groups to solve problems. Utilizes a network of relationships to collect and disseminate information, build support, and secure buy-in for desired objectives.
Communication Effectiveness	Interacts with others, employing a communication style appropriate to the person or audience. Seeks additional information to enhance understanding. Communicates basic established processes and procedures, formally or informally. Compose various types of business communication (e.g. email). May develop factual presentations in order to inform and educate. Translates technical or procedural information into specifications or action plans. Conveys technical or complex information to others in non-technical terms.	Writes and presents reports, contracts and/or proposals for internal and/or external audiences. Interprets other viewpoints and assimilates them into work processes. Formally transfers technical or administrative knowledge to others. Motivates others to action or addresses delicate situations, requiring tact and diplomacy using written and verbal skills. Promotes knowledge of own area to gain support for on-going and future initiatives	Writes and presents reports, contracts and/or proposals for internal and/or external audiences. Interprets other viewpoints and assimilates them into work processes. Formally transfers technical or administrative knowledge to others. Motivates others to action or addresses delicate situations, requiring tact and diplomacy using written and verbal skills. Identifies common themes, makes inferences and draws conclusions. Promotes knowledge of own area to gain support for on-going and future initiatives. Handles broad-based, often complex, communication for internal and/or external audiences. Handles conflict resolution to maximize opportunity and minimize exposure to risk.
Decision Making	Decision making guided by established work practices and general instructions and practices requiring some interpretation. May make recommendations for solving problems of moderate complexity.	Decision making guided by specific policies and objectives within which frequent decisions are required. Assists in formulating recommendations on difficult problems.	Responsibilities include regularly making decisions and taking independent action on matters affecting a Department/School. Participates in strategy development. Participates in decisions on overall strategy and direction of the Institute.

Influencing and Lead	Seeks opportunities and sets goals for own development. Identifies and learns from mentors/developmental advisors. Serves as a mentor/developmental advisor and/or training resource to less experienced staff, providing an example with regard to quality of work. Ensure that others comply with established standards. May direct the work of contractors, or temporary help.. Establishes and leads project timelines or short-term goals. Motivates others towards completion of tasks and assignments. Helps others to think through alternatives and choices.	Provides process and project leadership. Provides performance feedback. Creates work standards for unit and holds others accountable for completing assignments. Serves as a mentor/developmental advisor and/or training resource to less experienced staff, providing an example with regard to quality of work. Ensures that others comply with established standards within one's own work unit. Provide guidance in routine tasks.	Provides process and project leadership. Motivates others towards completion of tasks and assignments. Helps others to think through alternatives and choices.. Frequently persuades and negotiates in complex and/or sensitive matters. Influences through informal authority. Negotiates and influences situations that may have long-term financial impact .
Responsibility & Accountability	Established departmental methods are followed; works within project defined deadlines and schedules. Escalates more complex issues. Recognizes immediate obstacles to completing work. Initiates action to address a need without being directed. Job has short- to intermediate-term impact. Anticipates consequences of actions, potential problems, or opportunities for change.	Develops specific goals for one's own work. Seeks out and identifies multi-faceted problems and opportunities, taking immediate action to address them. Follows departmental procedures to complete work, but may recommend changes to departmental processes.	Often prioritizes own work; work is reviewed at key stages by manager/administrative officer or team. Anticipates consequences of actions, potential problems, or opportunities for change. Work significantly affects MIT's telephony business. Prioritizes projects. Acts decisively in critical situations or to circumvent a potential problem. Recommends policy and new initiatives. Results and project plans are reviewed as needed. Is responsible for establishing short- and long-term goals for others. Acts to create opportunities for desired change. Work may have Institute-wide impact (e.g., cell phone reception) Provides direct input to Institute-wide policies (e.g. cell phone policy). Leads Institute-wide initiatives, constantly anticipating situations with broad and complex impact.