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| Position Title | Senior Voice Communications Analyst | Position No. | 30003968 |
| Team | Product & Content Technology | Classification | Technologist |
| Department | Information Technology | Schedule  Roster Cycle | Schedule A  2 Week Rostered |
| Location | Ultimo, Sydney | Band / Level | Band 7 |
| Reports to | Network Support Team Leader  50012423 | HR Endorsement | [Endorsement] |
| Purpose | | | |

To maintain and support ABC’s PABX voice network and related services, together with third parties. To provide Clients with second level voice network support to meet service levels.

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| Key Accountabilities |

* Team leadership and technical direction to a team developing the use of collaboration technologies and their associated solutions (primarily based on the Office 365 platform).
* Provision of PABX-based telephony services, including IVR/voicemail/switchboard, to meet internal client’s needs. This includes: -
  + fault resolution, and problem management
  + request fulfillment
  + system programming related to network changes, configuration management, regular system maintenance including system upgrades
  + Installation/configuration of voice equipment, including handsets
  + Work with external vendors and manage contractors for stated works/service, as required
* Manage escalations from clients and vendors:
  + Manage 2nd level escalations from the Helpdesk, clients and vendors
  + Technical stakeholder for provision of PABX related services
* Maintain voice network documentation; including schematics, database, etc.
* Manage telephony assets; i.e.. Creating new assets and decommissioning.
* Provide On-call work/emergency call out, as required
* Assist in the transition of the ABC voice communication systems from legacy PABX to modern unified communications
* Actively promote the ABC values and apply all relevant workplace policies and guidelines.
* Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

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| Key Capabilities/Qualifications/Experience |

1. Relevant tertiary qualifications and/or equivalent work experience. Ideally ACMA accredited.
2. Highly advanced skills in:-
   1. telecommunications, voice communications,
   2. experience in maintaining a complex national networked PABX environment.
   3. skills with NEC PABX systems, MDF jumpering, PABX troubleshooting and fault finding
   4. supporting and maintaining IVR, voicemail and switchboard systems
   5. troubleshooting skills to test and repair in-house telecommunications circuits and equipment
   6. knowledge of Telstra and Telco Voice services, including ISDN/PSTN and SIP
   7. knowledge of IP is advantageous
3. Experience in co-ordinating small projects to deliver solutions to clients in conformity to standards in a complex business and technical environment of similar size and configuration to the ABC.
4. Ability to mentor and coach less experienced technical staff.
5. Excellent verbal and written communication skills.
6. Ability to work effectively under broad direction, including manage priorities.
7. Ability to collaborate effectively with others, including those in other teams or vendors.
8. Strong analytical and problem-solving skills in general.
9. Vendor management.
10. The ability to build rapport with a variety of customers, including through managing their expectations.
11. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
12. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
13. **Diversity and Inclusion:** Experience in building an inclusive and supportive culture where diversity is valued.