

UNIVERSITY OF CONNECTICUT HEALTH CENTER
JOB OPPORTUNITY
Technical Analyst III (Bioscience CT)
Telecommunications

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: Farmington
Job Posting No: 2014-130
Hours: Monday – Friday, 8:00 AM to 4:30 PM
Salary: TBD
Closing Date: August 31, 2013

At UHC this classification provides technical support for complex to highly complex network and infrastructure activities and projects.

Knowledge, Skills and Abilities:

Voice Infrastructure -extensive knowledge of system architecture; excellent project management techniques; Experience with SIP, H.323, and VOIP and WVOIP based architectures; expert knowledge of system tools; extensive experience in implementing disaster recovery plans, ability to communicate effectively and present ideas to the level needs of the audience; ability to take action to ensure customer satisfaction; ability to analyze techniques, strong problem-solving ability and the ability to coach others in problem-solving techniques; demonstrates careful attention to details; strong interpersonal skills; ability to adapt to change; ability to conduct research/information seeking; ability to lead a wide range of teams; supervisory ability.

General - working knowledge and understanding of various types of systems tools and utilities and the roles these tools and utilities play in optimizing system development, accessibility, administration and management; ability to work as a team member; knowledge and ability to troubleshoot problems; ability to understand customers' needs; ability to prepare and execute a project plan; effective written and verbal communication skills including ability to express technical data in layman terms; excellent interpersonal skills; good supervisory skills.

General Experience:

Seven (7) years high level experience with Avaya Voice systems and communications services with demonstrated experience in leading complex projects.

Substitution Allowed:

Associate degree in computer science or specialized Information Technology degree programs may be substituted for one (2) year of the general experience. Bachelor's degree in Computer Science may be substituted for four (4) years of the general experience.

Preferred Requirement:

Avaya ASPS (Avaya Support Professional Specialist) or Avaya ACSS (Avaya Certified Support Specialist)
Cisco Call Manager Experience
Zeacom Call Center Software Experience
Microsoft Lync and Unified Communications Experience

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

To learn more about the examples of duties for this position go to <https://job.uhc.edu> and reference search code 2014-130.

Application Instructions: Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uhc.edu> and reference search code 2014-130. Cover letter, resume and references may be uploaded at the time you apply on line.

UNIVERSITY OF CONNECTICUT HEALTH CENTER
16 MUNSON ROAD
FARMINGTON, CT 06032

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.