CSUB JOB ANNOUNCEMENT

<table>
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<tr>
<th><strong>Position Title:</strong></th>
<th>TELECOMMUNICATIONS ANALYST (Network Analyst – Career)</th>
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</thead>
<tbody>
<tr>
<td><strong>Recruitment #:</strong></td>
<td>#2134</td>
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<tr>
<td><strong>Full/Part-Time:</strong></td>
<td>Full-Time</td>
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<tr>
<td><strong>Employment Type:</strong></td>
<td>Permanent</td>
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<td><strong>Bargaining Unit:</strong></td>
<td>R09</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>$4,372 - $9,683 per month</td>
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<td></td>
<td>Exempt</td>
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<td><strong>Department:</strong></td>
<td>Information Technology Services</td>
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<td><strong>Available:</strong></td>
<td>Immediately</td>
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<td><strong>Special Conditions:</strong></td>
<td>Background/Fingerprint</td>
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<tr>
<td><strong>Sensitive Position:</strong></td>
<td>Yes</td>
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<td><strong>Posted:</strong></td>
<td>March 10, 2017</td>
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<tr>
<td><strong>Closing Date:</strong></td>
<td>For priority consideration, application materials must be received by <strong>March 24, 2017</strong>, however, the position will remain open until filled.</td>
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Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

**APPLICATION PACKET REQUIREMENTS**

This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

The Information Technology Services (ITS) division of California State University, Bakersfield is seeking a Telecommunications Analyst. We are looking for more than a technologist; we are looking for an innovator, communicator, and integrator. If you are customer service oriented and love technology, desire to grow your skill sets, aspire to make a huge contribution to your peers, and develop the next generation of learners, then consider this position.

Our desire is to acquire and deploy best-in-class systems and services allowing our campus community to maximize our mission of teaching, learning, and outreach.

**Specifics:** The Telecommunications Analyst will be part of our Network, Data Center, and Telecom department, serving as the hands on telecommunications specialist demonstrating knowledge and experience in telecommunications Systems and in IP Telephony (VoIP). This position will need to support an existing PBX Aastra

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intercom system and the new AT&T/Mitel HVS VoIP system. The incumbent will maintain continuous operations in a 24x7 production environment while prioritizing projects and service requests.

**Purpose:** Within Information Technology Services (ITS), the Network, Data Center, and Telecom department provides CSUB’s central computing infrastructure and telecom needs. The department is responsible for a variety of items, which include the telecommunications, network, and the data center infrastructures. The Telecommunications Analyst, under the general supervision of the Director of Network, Data center, and Telecommunications in ITS, is responsible for meeting the telecommunications needs of the campus, including the support of the current PBX, the VoIP system, and the overall telecommunications infrastructure. The incumbent should be highly skilled with both copper and fiber networks, PBX administration, and VoIP systems.

**DUTIES:**

**Telecom Administration:**
- Maintain the copper cabling in manholes and data rooms.
- Troubleshoot issues with the copper cabling and fiber on campus.
- Maintain the PBX and VoIP environments.
- Maintain and support the voicemail system.
- Support the campus satellite phones.
- Configure and support both the VoIP and PBX environments.
- Monitor the availability of the VoIP and PBX systems.
- Establish performance baselines for monitoring purposes.
- Ensure equipment is operating within established baselines.

**Network Administration and Support:**
- Plans and implements any improvement, modification, or replacement of network infrastructure components as it relates to VoIP.
- Identifies and remedies network performance bottlenecks for VoIP.
- Ensures network and IP connectivity for the VoIP environment.
- Implements a secured network using best practices.
- Creates/updates/maintains documentation of the VoIP network.

**Network Planning and Implementation:**
- Ability to monitor and manage vendor relationships to ensure responsiveness and quality.
- Ability to interpret and apply broad regulatory standards and technical specifications to assignments.
- Ability to interpret data on system usage and develop engineering specifications to support changing service levels.
- Assist other networking personnel to design the network infrastructure to support the VoIP environment.

**Other Job Functions:**
- Work according to project timelines and report on status as necessary
- Evaluate and recommend hardware and system software procurements
- Liaise with 3rd Party Vendors and other IT personnel for problem resolution
- Perform other job-related duties and special projects as assigned
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments
- Backup other IT staff members

**REQUIRED QUALIFICATIONS:** Bachelor’s degree from an accredited four-year college or university in Computer Science, Computer Information Systems, Information Systems, Engineering, or a related field and two (2) years of relevant full-time experience. An equivalent combination of related education and work experience in a relevant field discipline will be considered.

- Experience working in a hybrid telecom environment supporting traditional PBX and VoIP environments.
- Experience with E911, PRI trunking, conferencing, music on hold, ACD, hunt groups, voicemail trees.
- Experience with VoIP technologies and the impact it has on a network.
- Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow, Cherwell).
- Solid networking knowledge (OSI network layers, TCP/IP)
- Experience with network analysis tools.

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• Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
• Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
• Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
• Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Demonstrated knowledge of ITIL or ITSM principles.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
• Ability to interpret, communicate and apply policies and procedures.
• Thorough knowledge of English grammar, spelling and punctuation.
• Demonstrated ability to maintain a high degree of confidentiality

PREFERRED QUALIFICATIONS:

• Experience with AT&T/Mitel VoIP Phones and the related environment.
• Experience with the Aastra intercom PBX environment.
• Experience with satellite phones.
• Experience with Alcatel-lucent
• Experience with Nagios
• Experience with AT&T HVS VoIP
• Experience working on enterprise level projects

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

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APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. **Applicants will not receive individual notifications.** Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.