



TEXAS WOMAN'S
UNIVERSITY™

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JOB DESCRIPTION

TITLE

Unified Communications Administrator

JOB SUMMARY

Senior role providing engineering, provisioning, and deployment support for Skype for Business which will unify all voice related systems in the organization. This includes current PBX, Voice Mail, and ACD System. The Unified Communications Administrator will be able to demonstrate excellent networking and technical skills, proficiency with the design, implementation and support of Microsoft solutions, and exhibit strong project management and communication skills. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Unified Communications

Supervises: As assigned

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides technical expertise on external communication with Skype for Business including Edge Server and reverse proxy. Candidate must understand SIP technologies.
- Understands infrastructure, processes and issues to help provide the right solution. These activities will be accomplished through discussions with the customer and other team members.
- Mentors other team members, and transition to Service Desk for support.
- Sets up and implements Response Group.
- Supports unified messaging for voicemail in Microsoft Exchange.
- Provides support for Skype for business IM/Presence, Audio/Video/Web conferencing, Click to call, and Mobility.
- Supports Skype for Business Mobile Client.
- Monitors Skype for Business performance.
- Provides Active Directory integration and support.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Two years job related work in computing and/or communications, education environment highly preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Strong understanding of Skype for Business enterprise voice, theories, principles, and practices.
- Working technical experience with designing, building, installing, configuring and supporting Skype for Business enterprise voice.
- Hands-on Skype for Business tuning and troubleshooting experience.
- Understanding of Unified Messaging in Exchange.
- Working technical experience with Active Directory.
- Understanding of SIP technologies.

Skills Required:

- Methods for cost estimation and risk analysis.
- Prototyping procedures.
- Requirements gathering.
- Case tools and integrated development systems.
- Code libraries including third party libraries.
- Documentation systems and knowledge database.
- Profilers and logical analyzers

- Source code control.
- Creation of forms and reports.
- Data flow and data structure modeling.
- Relational, hierarchical and object oriented database architectures and structure.
- Stored procedures.
- Conflict Resolution.
- Financial Analysis
- Leadership.
- Strong interpersonal, written, and oral communication skills.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Strong technical documentation skills.
- Ability to conduct research into database issues, standards, and products as required.

Highly Preferred:

- Managing without Authority.
- Mentoring.
- Risk analysis.

Ability to:

- Operate on independent judgment based on an understanding of organizational policies and activities.
- Establish and maintain effective work relationships with students, faculty, staff, and the public. Communicate effectively orally, by phone, in person, and in writing.
- Represent the department and University in a friendly, courteous, and professional manner.
- Use a personal computer and other office equipment, including university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.