Unified Communications Engineer

**Department:** IT Services

**Hours of work:** Full-time / 37 hours a week

**Contract type:** Open

**Salary:** £25,941-£31,866 a year / Grade 5
Introduction

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.

As a leading research University, York relies on excellent communication systems, telephony being one of the core components. Having completed a transition to VOIP, the University is now looking to take its Communications to the next level by implementing a new Unified Communications platform and modern channels.

We have an exciting opportunity for you to work within the Unified Communications team in IT Services. You will be a key member of the team by performing day-to-day operational tasks as well as fault finding and diagnosis of our mobile, VOIP and other communication systems and services. You will assist in ensuring that all our services, which currently support approximately 5,500 telephone extensions and 800 mobile phones, are well maintained and run smoothly. You’ll also assist in configuring and maintaining new communication channels such as WhatsApp, WeChat, Facebook, Twitter etc as well as assisting departments and colleagues use the systems we provide to use these new channels to connect with staff and students. You will be providing a service to all parts of the University and so this role requires a professional, customer-focused approach to working with others, ensuring that all customers receive an excellent service.

Main purpose of the role

This role is responsible for performing day-to-day operational tasks as well as fault finding and diagnosis of our mobile, VOIP and other communication systems and services, liaising with third parties when required.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Assist in the deployment and subsequent support of new telephony systems and services, performing day to day configuration changes of associated management tools and associated utilities.
- Setting up and installation of communication equipment such as VOIP phones, conference phones etc. Making configuration changes to various systems such as our VOIP PBX, SMS campaigner and mobile services systems
- Implementing and troubleshooting problems with our various systems and services such as handsets not working or hunt group not performing as expected
• Provide maintenance, support, configure and manage the University’s telephone system, including fault identification and repair/reporting to maintainers liaising with maintenance partners when required. You may be required to be on-call, especially during critical times.
• Setup and provide support for critical events such as confirmation and clearing
• Provide technical advice and training in the operation and safe use of equipment to staff, students, conference delegates and members of the public
• Evaluate unified communication products, and where necessary, develop standard documentation and procedures for their use and provide training to users when required.
• Specify, order, and configure devices (e.g. VOIP handsets, mobile phones, tablets etc) for staff and conferences on campus
• Provide assistance with the development of telephony systems
• Produce billing information and produce report in response to users requests and for input into Finance systems.
• Provide supporting activities for project teams e.g. Installing and configuring telephony services for new / refurbished buildings as well as conferences on campus and other special events.
• To contribute to Health and Safety procedures and documentation and plan / carry out electrical safety testing where required
• Build successful and productive relationships, alliances and partnerships with internal stakeholders and other professional services departments in diagnosing faults and tuning standard offerings to their working environment
• Ensuring good stock control and all work areas and communication hubs remain clean, tidy and safe.
• Support the Department in maximising the return on investment of assets by assisting in their correct deployment and replacement.
• Work with team members and other groups and sections in the Department to ensure that the customer service perspective is championed for all services and facilities
• Ensure the culture is focused on users and customers, systematic continuous improvement, and involves and engages all staff to contribute to groups and projects
• Work with staff in the team to establish and develop shared understanding and common goals for the team
• Carry out any other tasks commensurate with the grade as required.
• The above list of duties is not exhaustive and is subject to change; the post holder may be required to undertake others duties within the scope and grading of the post.
• Other information about this post:
• Due to the nature of the work there will be times when you will be required to work alone in various parts of the campus. Training will be provided and appropriate Health and Safety (HandS) working procedures must be followed.
• Physical lifting and moving of equipment may be necessary. Training will be provided.
• Personal protective equipment (PPE) will be provided.
• As a result of the essential and critical nature of the data centre infrastructure, the post holder must be prepared to work during the JANET at risk periods (Tuesdays and Thursdays 0700 – 0900) as required as well as other out of hours work. Arrangements are in place to ensure that your required working hours will not exceed your contracted hours.
### Person specification

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A degree or equivalent professional experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<td>Knowledge of relevant issues in HE</td>
<td>Essential</td>
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<td>Understanding of the needs of those working in a higher education environment</td>
<td>Essential</td>
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<td>Understanding team dynamics and how this contributes to effective service delivery</td>
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<td>A good working knowledge of standard office applications, including Microsoft Office</td>
<td>Essential</td>
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<td>A good working knowledge of mobile devices and their configuration</td>
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<td>An understanding of programming / scripting languages</td>
<td>Essential</td>
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<td>Knowledge of Telephony related hardware and software</td>
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<td>An understanding of networking</td>
<td>Desirable</td>
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<td>Knowledge of Unified Communications</td>
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<td>Familiarity with Health and Safety legislation and safe working practice</td>
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<th>Skills, abilities and competencies</th>
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<td>Ability to demonstrate flexibility under pressure and in adapting to changing needs</td>
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<td>Demonstrate well-developed technical and problem-solving capability.</td>
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<td>Proactive approach to keeping up to date with developments in area of expertise</td>
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<td>Ability to acquire new skills and knowledge rapidly</td>
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<td>Ability to use negotiation skills and to facilitate open discussion with other staff and with suppliers</td>
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<td>Active in developing positive working relationships, both internally and externally</td>
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<td>Able to learn quickly and work autonomously</td>
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<td>Able to convey technical information to people with different levels of ability</td>
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<td>Able to follow procedures to maintain documentation and technical standards</td>
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<td>Able to work positively with a range of other staff and suppliers in resolving issues in a timely manner</td>
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An interest in IT / Unified Communication device hardware, components and specifications | Desirable
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Able to configure, install and maintain communication hardware | Desirable
Ability to communicate to a high standard orally and in writing to a broad range of audiences at all levels | Desirable

**Experience**

Liaison and collaboration with a range of stakeholders | Essential
Experience of resolving technical problems for others | Essential
Fault finding and troubleshooting experience | Essential
Writing and/or managing documentation | Essential
Experience of involvement in IT related projects | Desirable
Previous experience of working with unified communication technologies | Desirable
Experience of working within a service management framework such as ITIL | Desirable
Experience of providing training and guidance to users | Desirable

**Personal attributes**

Conveys positive attitude | Essential
Personal credibility and integrity | Essential
Sensitivity and empathy with users, colleagues and staff | Essential
A team player who enjoys working closely with people | Essential
Willing to work on-call when required | Essential
Self-motivated, showing initiative | Essential
Able to prioritise across competing customer demands and respond positively in a busy environment | Essential
Able to work with minimal supervision | Essential
Commitment to service excellence and customer care | Essential
Good communication and interpersonal skills | Essential
Conscientious and methodical approach to work | Essential
A flexible, adaptable outlook | Essential
Full UK driving licence | Essential