###### POSITION DESCRIPTION

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| Job Title | Technical Specialist – Collaboration (UC and VC) |
| Division/Business Unit/Team | **EB&I Delivery > Global Delivery and Operations, Managed Collaboration Services** |
| Reporting to (job title) | Collaboration Technical Support Manager |
| Location | **Sydney** |
| Job Level or Remuneration Range | **G14** |
| Approved by (job title) | **Associate Director – Operations EB Delivery** |

##### POSITION SUMMARY

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| The primary purpose of this role is to facilitate the delivery of Collaboration support services comprising both UC and VC platforms to Optus Enterprise and Government customers including, Change management and disaster recovery. This role interacts directly with customer stakeholders and client delivery groups on a regular basis in multiple forums to ensure successful and timely delivery of Collaboration support services.  **Essential skills and experience:**   * Cisco Collaboration Suite including CUCM, CUC, UCCX, UCCE, CUAC, * Microsoft teams Calling support & Microsoft Teams Room MTR experience * AudioCodes SBC and voice gateways with different protocol like SIP, H323 & MGCP. * Jabber phone, hard phone, CIPC and device profile configuration * Jabber CUCM, CUC and SFTP server configuration for backup process. * Configuration and troubleshooting of voice mail, call handler and auto attendant creation in CUC. * Understanding of Voice Gateway Protocol (H.323, MGCP, SIP and ISDN) * Monitoring and collecting logs for CUCM, CUC, Finesse and CUIC using RTMT tool. * Monitoring and troubleshooting of Call server, VXML server and Media server. * Webex Control Hub – Onboarding/offboarding and Cisco Endpoint troubleshooting   **Desirable:**   * Implementing AudioCodes SBC in Azure Cloud * Teams Phone System, PSTN Connectivity options (Calling Plan, Direct Routing, Operator Connect) * Microsoft 365 Licensing and End User Management. * Cisco Collaboration Certification * Microsoft MS Teams Certification * Experience with Microsoft and Android Video conferencing systems and hardware   **Roles & Responsibilities:**  As a Technical Specialist this role will provide mentoring and assistance to Collaboration specialists and Analysts within the team to fill any knowledge gaps and provide guidance for complex problems.  DevOps and Automation are a target component of this role with a focus on removing repetition from tasks and finding ways to deliver value through saved hours and increased efficiencies.  The team operates within an environment based on industry best practices for Service Management with ITIL being the framework to achieve this.  The position is based within the Collaboration Services group which is positioned within Optus Enterprise Advanced Technical Assistance Centre (ATAC). The Collaboration Services group provides support and delivery of ICT services to a wide range of external clients in the Australian market who may have infrastructure located in overseas data centres and/or branch offices. Services range from fully managed ICT infrastructure service offerings to support for vendor and third-party maintenance agreements.  This position will work closely with Customer Delivery Managers assigned to customer accounts, project managers, team leaders/managers in the OE ATAC; and Incident, Problem and Change managers. The position will also work closely with Tier 1 Collaboration Specialists and Analysts & Tier 2 Engineers and Technical Specialists  Due to the nature of our business, this role can also be required to be part of the on-call roster for incident escalation and resolution |

###### KEY ACCOUNTABILITIES/ KPIs

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| Key Result Areas | Required Outputs/ KPIs | Measurement Method |
| **Customer Experience** | * Meet or exceed customer service SLAs * Ensure projects are delivered on time and on budget. * Take ownership of customer issues escalated to you and update the incident manager and customer as appropriate. * Manage workflow to ensure Major Network or Sensitive Customer Faults are prioritised * Represent customer needs in a fast-moving fluid business environment * Increase customer loyalty and lower customer exit transitions * Interactions & incidents are updated in ServiceNow. * Customer systems experience high through positive engagement attributable to communication, knowledge and timely response. * Enterprise Business is positively represented to customers through all forms of communication, exhibiting empathy to their situation, perspective, constraints and issues. | * All delivery milestones met as committed. * 92% of assigned incidents response times within SLA with a stretch target of 95%. * 92% of assigned incidents resolved within SLA with a stretch target of 95%. * Unassigned incident queue < 10 with a stretch target of <5. * 0 Incidents open longer than 10 days with * Internal audits of ServiceNow incidents. * Changes and tasks are implemented in due time with 98% completion rate. * No. of positive / negative customer (internal and external) feedback comments. |
| **Compliance** | * Contribute to the retention of customers through positive engagement attributable to communication, knowledge and timely response. * Integrity of information communicated to customers at all times * EB is positively represented to customers through all forms of communication, exhibiting empathy to their situation, perspective, constraints and issues. * All relevant issues are communicated proactively with the Manager/Team Leader through clear lines of communication. * Maintain all compliance training and certification requirements made by Optus and Optus customers | * Compliance to published delivery standards on the BMS – through Audit Reporting * Customer specific feedback, NPS * Compliance reporting systems MyLearning and others as managed by Client Teams |
| **Process and Procedure** | * After hours work is completed as rostered and scheduled. * Complex MACs and Transitions are completed as scoped and in the timeframe that was committed to the customer. * Adhere to EB TAC processes and procedures including Change process, Transition process, incident and problem management processes | * All Metrics measured and reported in EB SNOW - Nucleus |
| **Continuous Improvement** | * Thorough understanding of specialist area technologies and industry * Maintain strategic operational partnerships and education and certification.   Complete relevant training   * Keep abreast of relevant technology to improve service delivery. * Keep technical documentation for Optus clients up to date. * Identify areas for improvement. * Seek applications for automation solutions to enhance delivery to customers and/or save effort within * Provide quality information and regular updates in the Fault Management System | * Skills Matrix * Partner Portals |
| **Communication and Teamwork** | * Work with transition team to ensure all new solutions to transitioned are checked for reliability and all documentations are available for ongoing support. * Work with other groups within Optus to meet customer security requirements. * Share knowledge of customer network, tools, Optus/AW Internal systems with your peers | * SNOW Audit and Project Tasks completed within set timeframes * Maintain all required Security measures and practices as per EB LEAP documentation * Create and maintain Knowledge Based Articles KBA in SNOW |

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| ***Computer/ IT skills*** | |
| * High degree of computer literacy, in all MS Office applications. * Exposure to business process automation initiatives |  |

You will work closely with the customer building a strong relationship by demonstrating a sense of urgency, ownership and accountability.

You will also work closely with your other team members and management within the ATAC Services group, sharing knowledge and insights to facilitate the highest levels of customer service.

Your commitment to the customer will ensure their expectations are always exceeded and your efforts will contribute to future growth opportunities.