Enterprise Communications Systems Administrator Job

Employer Name: University of Oregon

SpiderID: 12464402

Location: Eugene, Oregon

Date Posted: 4/27/2022

Wage: $31.79-$50.76 per hr

Category: Information Technology

Job Code:

Number Of Openings: 1

To be considered for this position, applicants must submit a complete application through the UO Career page: https://careers.uoregon.edu/en-us/job/529249/enterprise-communications-systems-administrator  
  
Position Summary  
  
Reporting to the Director of Digital Workplace Services, the Enterprise Communications Systems Administrator is responsible for ensuring the integrity of services for the University of Oregons electronic collaboration services. This position is a key member of the team devoted to enterprise voice platforms (such as Amazon Connect and Microsoft Teams Voice) and other electronic communication and collaboration applications and services that are consumed by thousands of University staff, students, and faculty daily. This position will manage access to sensitive data including public records requests and ensure the integrity of services by coordinating or instigating support with vendors.  
  
The Enterprise Communications Administrator manages the campus enterprise voice and contact center services. These duties include active collaboration with other Information Services units and University technology professionals, developing, implementing, and evaluating short and long-range goals. This position is also responsible for determining resource needs and priorities and making recommendations. In addition, this position is a critical component in the ongoing development, implementation, and management of repeatable procedures, policies and application documentation. This position produces recommendations for critical campus-wide services related to communication, collaboration, and productivity.  
  
Though this position does not directly supervise, the Enterprise Communications Administrator will act as a lead in the team to formulate and carry out decisions, represent managements interest, and take discretionary actions as appropriate.  
  
Work is reviewed as needed by the supervisor to ensure it is performed efficiently, safely, and meets both expectations and applicable requirements. A performance appraisal is conducted annually.  
  
Driving Requirement:  
  
It is an essential requirement of this position to qualify for and maintain UO driver's certification eligibility, which includes maintaining an Oregon drivers license throughout employment in this position.  
  
On-Call Rotation:  
  
This position may be required to serve on-call duties on a rotational basis. This may include responding to emergencies during off-hours, including weekends and holidays. On-site, response to campus is expected within 30 minutes from the time of the call, if needed. Communication is via a cellular phone.  
  
Essential Personnel  
  
This position may provide essential services during times of emergencies and inclement weather. This position may be required to fulfill essential services and functions during these times.  
  
The incumbent will be part of an on-call rotation and may be expected to work after hours and/or weekends.

Minimum Requirements  
  
This classification requires a basic foundation of knowledge in operating systems programs, maintenance, systems administration, and network systems that would normally be obtained through a bachelor's degree, preferably in computer science, engineering mathematics, telecommunications or a related technical field, or equivalent technical training and/or experience.  
  
Professional Competencies  
  
 Ability to work collaboratively with a team of diverse IT professionals, clients, and partners.  
  
 Excellent problem-solving skills.  
  
 Ability to adapt within a rapidly changing technical environment.  
  
 Strong understanding of the importance of protecting sensitive and private data. Examples include electronic correspondence, personnel records and FERPA/HIPAA/PCI data.  
  
 Excellent verbal and written communication skills, including the ability to explain technical concepts to audiences with a wide range of technical skills.  
  
Preferred Qualifications  
  
 Bachelors degree.  
  
 Two years of experience with enterprise voice administration (VOIP/PSTN, etc.)  
  
 Experience working with voice services such as Microsoft Teams Voice, Amazon Connect, Cisco WebEx, Google Voice or other and their relationship to dependent services.  
  
 Experience administrating cloud-based collaboration services.  
  
 Experience leading technology implementation projects.  
  
 Experience using scripting languages such as PowerShell, bash, or perl.  
  
 Experience managing cloud-based video conferencing services such as Zoom, WebEx, Microsoft Teams, etc.  
  
 Experience with records retention &amp; e-discovery.  
  
 Experience with systems automation, change management, capacity planning, documentation.  
  
 Experience in a mixed Microsoft/Linux environment.  
  
 Experience managing instant messaging services such as (Microsoft Teams, Skype for Business, XMPP - Jabber/OpenFire, etc.).  
  
 Experience with enterprise data protection and disaster recovery.  
  
 Experience working in a large environment with a distributed administration model.  
  
 Experience providing high-availability services to enterprise clients via load balancing and/or server clustering technologies.  
  
 Experience working with basic security concepts relating to cloud-based service management.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required: 4  
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Health/Dental Benefits, Retirement Benefits

Contact Name: Donna Hanks

Company:

Eugene

Oregon

97403