1. Initiated improvements to operational efficiency of network.
2. Maintained documentation for all telecommunication systems, including equipment inventory and floor plans.
3. Ran and analyzed call processing flows and traffic studies to determine optimum configurations.
4. Performed telecommunication and networking business evaluations.
5. Worked closely with network administrators and server engineers to deliver quality service.
6. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
7. Established data security plan and robust data recovery strategies.
8. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
9. Maintained appropriate environmental conditions in telephone equipment rooms.
10. Designed, installed and maintained organization's telephony network.
11. Installed, maintained and supported VoIP applications.
12. Researched and recommended network and data communications hardware and software.
13. Fielded stressful calls while entering information into computer aided dispatch system for police, fire and emergency medical services personnel dispatch.
14. Identified poor quality lines and underutilized circuits.
15. Analyzed and interpreted complex data from multiple sources.
16. Performed day-to-day monitoring, management, administration and support of alarm systems.
17. Oversaw decrease in average daily number of trouble tickets by [Number]% after expanding helpdesk support to 24/7 operations.
18. Read technical manuals and literature to stay abreast of new technology.
19. Performed network modeling and analysis.
20. Coordinated installation of new users and relocations of existing users.