

Jr. Telecoms Analyst at UBM

Job Title: Jr. Telecoms Analyst

Duration: Full time, permanent

Location: Santa Monica CA

Contact: Kristina Moritz, Kristina.moritz@ubm.com

Link to apply: <http://jobs.ubm.com/job/telecoms-analyst/2308>

Job Description:

UBM is looking for a Junior Helpdesk Analyst (Telecommunications) to work with the Telecommunications group to maintain and support the voice and video infrastructure across the UBM environments worldwide.

The Junior Helpdesk Analyst (Telecommunications) will be responsible for administrative, operational and technical aspects of telephony and video communication systems. They will also be responsible for customer service, including - service delivery, troubleshooting and training.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Performs adds, moves and changes in telephony equipment

Provide administrative support for MACs on all of UBM's cellular devices, including smart phones, cell phones, and cellular routers,

Perform upgrades/patching and implement configuration changes of Telephony devices

Performs database management for design, planning and implementation of Telephony systems

Coordinates timely installations and troubleshooting efforts with Telephony vendors

Keeps complete and accurate records/diagrams of Telecommunication infrastructures

Administration of @Comm call logging systems. This includes, but is not limited to, keeping the user databases current, creating, editing and deleting user reports and ensuring that tariff charging tables are updated and accurate.

Installation/Configuration/Administration of Polycom Video Conferencing equipment/software clients

The successful candidate will be required to take on a sizable amount of challenging tasks and demanding projects. Those who excel at supporting a substantial quantity of work possess competent organization skills, effective communication skills, and a driven attitude.

POSITION REQUIREMENTS

Effective written and verbal communication skills.

Efficient organizational skills.

Fluent in Excel, Word and PowerPoint

Bachelor's Degree in a computer-related field, or equivalent experience.

1 to 2 years Telecommunication system administration experience

Experience with various types of voice technologies.

Ability to work independently and be self-motivated.

Must thrive in a fast paced environment with changing priorities.
Experience with Shoretel, AMX and Polycom Video a plus.

Why work for UBM?

Because UBM works for you. As an employee of UBM you will have access to a positive company culture, flexible and professional environment, access to the UBM Employee Benefits page and a commitment from us that we will invest in developing your talent.

We are an equal opportunities employer committed to building a diverse and inclusive culture. We actively welcome applications from suitably qualified and eligible candidates from minority ethnic backgrounds and LGBT communities as they are currently underrepresented at application stage.

At UBM plc, we invite you to be part of an organization that is committed to building a diverse and inclusive culture and to being a responsible, sustainable business. UBM is proud to be an equal opportunity workplace and an affirmative action employer.