

POSITION DESCRIPTION

 AGENCY/DEPT ID
DAS505140

 DIVISION OR INSTITUTION
OIT

 UNIT OR OFFICE
Business Office

 COUNTY OF EMPLOYMENT
Franklin

 POSITION NUMBER
20006319

☐ Reclassification

☐ New Position

☒ Update

 Position Hyperlinked to ☐

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

Telecommunications Billing Analyst

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

20006321 Fiscal Officer 2

☒ Permanent

☐ Temporary

☐ Intermittent

☒ Classified

☐ Unclassified

 Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 a.m. TO: 5:00 p.m.

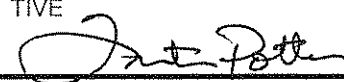
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	<p>Researches & analyzes telecommunications, network services, & service records for Office of Information Technology with expenditures in excess of \$40 million: ensures accurate & proper billing for large scale data circuits, voice circuits & usage including billing & receiving reconciliation & verification of vendor compliance with contractual remittance for cost recovery; serves as primary point of contact for customer relations management (CRM) for billing support; uses personal computer & web-based tools to conduct research; submits payments via electronic data interchange (EDI); analyzes & interprets agency requests for communication services; determines proper billing components for complex network configurations; evaluates accuracy of billings; verifies receipt of products & services, reconciles vendor invoices & telecommunications billing to user agencies; assists in development of network & telecommunication billing & receivable policies & procedures; acts as liaison between agencies & commercial service providers; seeks account adjustments on behalf of agencies; maintains online records for billing account structure; provides telecommunications records on request to agencies & investigatory organizations.</p>	<p>Knowledge of (1) accounting practices & procedures; (2) billing methodologies, cost recovery methodologies & rate setting processes; (3) telecommunications; (4) research techniques & resources; (5) customer service; (6) network configurations*; Skill in (7) operation of personal computer & associated hardware/software (e.g., MS Office, Internet, CRM*, PeopleSoft); Ability to (8) define problems, collect data, establish facts & draw valid conclusions; (9) understand & interpret extensive variety of technical material in books, journals & manuals; (10) proofread technical materials; (11) gather collate & classify information about data; (12) handle sensitive inquiries from & contacts with vendors & agency telecommunications & fiscal personnel</p>
30	<p>Serves as division telecommunications coordinator: receives requests & inquiries from division staff; maintains accurate record of Centrex master stations, reviews division telecommunications requirements; analyzes contracts & service options for the most efficient & cost effective solution; submits service requests through web-based technology ordering system; follows up on electronic orders; reviews service invoices for proper charges; contacts service providers for adjustments & billing corrections.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12</p>

*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

2.18.10

 JOB CODE TITLE
Telecommunications Billing Analyst

 JOB CODE
66511

Apr 2-19-10 CB

POSITION DESCRIPTION

 AGENCY/DEPT ID
DAS505140

 DIVISION OR INSTITUTION
Office of Information Technology

 UNIT OR OFFICE
Business Office

 COUNTY OF EMPLOYMENT
Franklin

 POSITION NUMBER
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If FLSA Exempt, exemption type:

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 a.m. TO: 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Performs contract review for cost recovery including the Multi-Agency Radio Communication System (MARCS) co-location agreements & other voice & data agreements including the federal education rate (E-Rate) telecommunications support program: ensures accurate & timely billing & receipt of revenue for contracted co-location agreements of MARCS towers, works with the Federal Communications Commission (FCC) & Universal Service Fund Administration Company (USAC) to resolve discrepancies on discount applications; applies discounts to internal service invoices; submits recovery documentation to USAC; prepares & submits periodic reports to USAC & FCC in accordance with E-Rate program reporting requirements.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12
5	Performs other related duties as required: chairs or attends meetings regarding IT and telecommunication services, rate setting, cost recovery, revenue, billing methodologies & business practices; disseminates information concerning cost analysis, expense & revenue data & rate setting processes; prepares & monitors operating reports; trains client methodologies & invoice interpretation & reconciliation; maintains database & pertinent records for services, inventory & account adjustments; assists with calculation, tracking & receipt of cost recovery fees from third party vendors for services sold to state & local entities.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12

*developed after employment

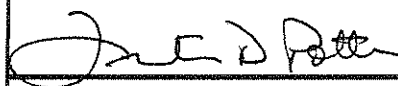
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Telecommunications Billing Analyst

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