SYSTEMS ANLAYST 1 (TELECOM, MOBILITY & UNIFIED COMMMUNICATIONS)
TERM (2 YEAR)

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** *at the City of Surrey.*

EMPLOYMENT STATUS

Union - CUPE Local 402 – Term (2 Years)

SCOPE

Reporting to the Desktop, Mobility, and Telecom Manager, the Systems Analyst will maintain the integrity of the enterprise systems including but not limited to telecommunications, unified communications, and mobile communications.

Experience with NEC or Cisco, and Microsoft Teams administration a plus. Candidates must have a broad understanding of IT, a demonstrated knowledge of networks from a telephony point of view, general Telecom experience (e.g., IVR, ACD, and Contact Centre), and excellent customer service skills.

RESPONSIBILITIES

- Telephone, VoIP, and mobile services specialist and adviser.
- Programming, configuring, maintaining, and supporting telephone (including VoIP, voicemail, ACD, IVR, Unified Communications) and mobility services.
- Managing telephone and mobile assets.
- Some analysis and reporting.
- Participation in projects.
- Respond to incident tickets and troubleshoot systems issues.
- Assists other staff in performing their duties.
- Performs other related duties as assigned.

QUALIFICATIONS

- Completion of a degree in a related field from a recognized post-secondary institution, plus 1-year of related experience or an acceptable combination of education and experience.

OTHER INFORMATION

Pay Grade: 25
Hourly Rate: $43.77

Pay Grade	Standard Step 1	6 Month Step 2	18 Month Step 3	30 Month Step 4
25	$43.77	$45.61	$47.52	$49.52