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Position #: (PSA)(NE).....9610
Developed by:.....JF; DP
Reviewed by:.....SG
Approved by:.....LK
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, ITS/MTS Billing and Operation Systems

DIVISION: Academic Affairs (ITS –MTS)

REPORTS TO: Unit Managers

GRADE: 9

SUPERVISES: Customer Service Representative, Students

BASIC FUNCTION:

Provide all aspects of operational billing in systems and reporting. Track and maintain data integrity of billing systems. Interface with service providers to create, maintain and track trouble tickets, work orders and inventory documentation. Audit all aspects of operational billing systems and records. Troubleshoot and/or resolve customer problems or issues. Track day-to-day relationships with service providers, contractors, departments and technical support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for working directly with Verizon, Cox or other CLECs (Competitive Local Exchange Carriers) account managers to ensure billing and contract compliance for voice, data, and wireless services.

Perform bill auditing and compliance reconciliation to ensure maximum savings with respect to tariffs, service delivery, circuit charges, surcharges, taxes, regulatory fees, federal excise tax, local number portability charges, usage, long distance, telecommunications relay services and federal universal service funds.

Responsible for performing all aspects of customer and departmental bill processing, auditing, reconciliation and moves, adds and changes (MACs).

Responsible for running weekly, monthly, and quarterly billing system reports and for supporting and assisting with financial and rate analysis efforts.

Work with management and programmers as new rates are established to ensure work order and billing systems are updated.

Work with programmers to optimize systems to track equipment, materials, telecommunications lines, circuits, faxes, PRI (Primary Rate ISDN) and all other assets with respect to billing and projects.

Assist unit project managers in creating and tracking work order budgets related to technology expansion projects, campus projects or other projects related to MTS.

Maintain a working knowledge of and adhere to University standards and guidelines related to telecommunications services.

Respond to customer service calls as required by creating work orders for installation requests, including moves, adds, changes and repairs of voice, data, video, audiovisual, wireless and CCTV equipment, software, network devices and cable plant.

Coordinate repairs as required with vendors, contractors, service providers, auxiliary agencies, URI departments and other University technology support personnel.

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Track field services technicians' daily schedules as required, and dispatch the appropriate technician as needed.

Provide technical consultation and installation assistance as required to end users and departments

Provide training for customer service representatives and student employees involved in MTS operational procedures.

Respond to emergencies and peak demand times outside of normal working hours as needed.

OTHER DUTIES AND RESPONSIBILITIES:

As required, perform basic functions normally assigned to a Customer Service Representative, although to a lesser degree.

Travel overnight for training and attend workshops to support new and existing technologies.

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Driver's License. Personal computers, printers, word processing, database management and spreadsheet software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities.

QUALIFICATIONS:

REQUIRED: A bachelor's degree; a minimum of 3 years of relevant technical support experience in two or more of the following areas: billing systems, telecom work order systems, telephony systems, and customer service related to telecommunications; demonstrated experience in process improvement; ability to travel overnight for training and attend workshops to support new and existing technologies; demonstrated excellent interpersonal skills and ability to work with a diverse population; demonstrated strong written and verbal communication skills; demonstrated ability to organize, coordinate and supervise a support staff; demonstrated experience using Microsoft Excel and Word; ability to provide own transportation; demonstrated experience in training.

PREFERRED: A bachelor's degree in a business-related discipline; demonstrated experience in large-scale billing systems related to telecommunications; telecom customer service experience; bill auditing and compliance reconciliation with respect to CLECs.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.