

Class Code:.....0643
Position #: (PSA)(NE).....
Developed by:.....RV; 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 (Customer Service)

DIVISION: Academic Affairs (ITS –MTS)

REPORTS TO: Unit Managers

GRADE: 9

SUPERVISES: May supervise student workers as needed

BASIC FUNCTION:

Serve as the primary provider of customer service for all clients/customers of the MTS Billing and Operation Systems unit in ITS. Provide end user support and play a key role in tracking service and trouble tickets, as well as work orders. Maintain departmental records and prepare paperwork and documentation for internal university and state processes relating to ITS/MTS Network and Telecommunications. Create, track, and coordinate work orders and trouble tickets relating to service of URI infrastructure. Assist with the tracking and maintenance of data integrity of billing systems. Prepare summary reporting of customer service operations. Interface with internal and external service providers to create, maintain and track trouble tickets, work orders and inventory documentation. Provide redundancy of work order day to day operations as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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. Responsible for performing all aspects of customer and departmental internal and external work order and trouble ticket creation, tracking, and reconciliation.

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

Assist with 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 working directly with Verizon, Cox or other CLECs (Competitive Local Exchange Carriers) account managers to ensure service repairs and maintenance are completed

Responsible for running periodic reports that support financial and customer support operations.

Work with programmers and technicians 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.

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

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

OTHER DUTIES AND RESPONSIBILITIES:

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

Assist Billing Coordinator as needed to insure compliance to URI procedures and Billing operations

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

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

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: Bachelor's degree; a minimum of 3 years of relevant technical support experience in two or more of the following areas: Help Desk Customer Service or similar technical support operation, service billing systems, and customer service; demonstrated experience in process improvement; demonstrated experience using Microsoft Office products; demonstrated strong interpersonal skills; demonstrated strong written and verbal communication skills; demonstrated ability to organize, coordinate and supervise a support staff; demonstrated ability to work with diverse groups.

PREFERRED: Bachelor's degree in a business-related discipline; demonstrated experience in large-scale billing systems and telecom customer service; demonstrated experience in bill auditing and compliance reconciliation; demonstrated prior experience with CompCO and/or Pinnacle service software; demonstrated experience with State or municipal purchasing and accounts payable systems; demonstrated previous experience with Data and Telecommunications and Voice over IP based systems.

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