



Job Description

Job Title: Telecommunications Analyst I

Department/Division: Operations

Reports to: Director of Operations

Job Summary:

Under general supervision, the Telecommunications Analyst I accurately assesses and documents all customer telecommunications assets and billings. Effectively interfaces with client, vendors and internal staff to efficiently drive costs down and improve operational efficiencies for our clients. Follows defined process and documentation standards on all project activities.

Responsibilities:

- Performs service and invoice analysis, project support, data entry, vendor and client coordination and works within AVAIL's proprietary Software application in support of the delivery of our Asset Management Product Suite.
- Works within AVAIL's standard work methods and processes, maximizing technology and documenting process.
- Performs general support for analyst team and operations on an as needed basis.
- Perform additional tasks as needed and/or requested.

Desired Qualifications/Skills:

- Strong organization and analytical skills with an emphasis on detail
- Excellent written and verbal communication skills
- Proficiency combined with a high level of accuracy for data input.
- Proficient with Microsoft Office suite
- Team Player with strength in interpersonal, organizational and customer service skills.
- Data entry, accounting or record keeping experience preferable.
- Telecommunications industry experience a plus
- Post high school training, preferably college or technical school.