



**Position:** Avaya Administrator  
**Reports To:** Director of IT  
**FSLA Status:** Exempt

**Summary:**

This position is responsible for the architecture, development and maintenance of Avaya systems including Contact Center Express, Workforce Management, Predictive Dialer, Callback Manager, Post Call Survey, Application Enablement Services and other associated items. Programs, tests and debugs all hardware and applications in appropriate QA environment, adhering to departmental standards, policies and procedures. Performs all tasks and completes projects based upon an extensive knowledge of the Pocket computing environment. Technical understanding of all hardware, server O/S, and application connectivity between servers and the Internet is required. Software and systems knowledge base should include Linux, MySQL, HTML, JavaScript, PHP, CSS, and XML.

**Duties and Responsibilities**

- Install and/or troubleshoot telephones, fax machines, cross connects, alarms/errors, routing tables, meet-me conferencing, and vdns/vectors.
- Create and maintain pop-ups for various call center functions.
- Work closely with Call Center personnel to develop and deliver reports associated with Call Center operations.
- Create and administer end-user training on Avaya Contact Center Management software.
- Work with IT personnel to develop and maintain procedures for VoIP solutions company wide, including provisioning hardware for non-call center personnel. Provide technical leadership in the area of VoIP implementation to other team members.
- Obtains and maintains a working knowledge of operating systems and hardware used by the Avaya systems, the relationship of those systems within the Pocket network and systemic relationships with outside service providers and designers.
- Documents policies and procedures in accordance with development standards and procedures. Create and/or modify current documentation. Create and administer an appropriate Disaster Recovery plan for all call center systems.
- Participate in "on-call" support.
- Participates in project management. Participates in architecture and design process of Avaya Systems.
- Other projects/duties as assigned.

**Job Requirements**

- Strong knowledge in basic telecommunications, including network services, PBX and hybrid / key systems, and cable distribution systems and call center operations.
- 4 - 6 years experience with Avaya systems
- CMS System Administration experience, EAS Contact Center programming and report creation
- Ability to prioritize multiple tasks and work with end users to meet appropriate deadlines.
- Trains incoming staff on program functionality, design, and architecture.
- Great attention to detail.
- Ability to handle multiple tasks.
- Excellent organizational skills.
- Foster company success through a professional appearance, being courteous to customers & all Pocket associates, and by having a positive attitude.

**Required Education**

- Required Education: Bachelor degree in MIS or Computer Science or Business or related field or equivalent experience preferred.

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Employee Signature

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Dated

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Printed Name