

TELECOMMUNICATIONS RATE ANALYST

09150

WASHINGTON STATE DEPARTMENT OF PERSONNEL

09150

Specification for Class of

TELECOMMUNICATIONS RATE ANALYST

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: Under the direction of the Telecommunications Senior Rate Analyst, analyzes billing statements from telecommunications vendors and identifies and corrects errors in charges billed to State agencies. Responds to customer inquiries regarding SCAN usage and billings.

Typical Work

Analyzes billing statements which originate with the vendor(s) of telecommunications equipment;

Based on knowledge of tariff structure, identifies and corrects errors in labor, equipment, and line charges billed to the State by the vendor (USOC codes);

Responds to customer inquiries regarding their SCAN usage and billing; where discrepancies are identified, investigates and coordinates resolution with Telecommunications Division technical staff;

Meets with vendors on an ongoing basis to discuss mutual concerns regarding rate structure and the billing process;

For major customers, restructures long-term billing histories to identify over/ undercharges and/or discrepancies; applies knowledge of USOC codes/tariffs, equipment, and taxes to determine need for and amount of credit or additional charges;

Adjusts agency billing rate to correspond with purchase of lease of telecommunications hardware;

Performs other duties as required.

Knowledge and Abilities

Knowledge of: USOC codes; tariffs; local tax structure; State contract for telecommunications hardware; data processing systems; data circuits, telecommunications terminology.

Ability to: respond to customer questions quickly and knowledgeably; analyze complex tariff, equipment inventory, and tax data; prepare reports for top management.

Minimum Qualifications

A Bachelor's degree in business administration, telecommunications, or related field.

AND

Two years of experience utilizing USOC codes in the analysis of UTC and/or FCC rate structure for telecommunications services.

Qualifying experience may substitute, year for year, for education.

New class: 8-10-84