

Specification for Class of

TELECOMMUNICATIONS SENIOR RATE ANALYST

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: In the Department of General Administration, analyzes SCAN system rate structure and recommends rate adjustments to Telecommunications Division management. Coordinates customer inquiries regarding SCAN usage and billing costs and adjusts rates. Supervises one or more subordinate analysts.

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);

Analyzes entire SCAN system rate structure in comparison to overhead costs for SCAN network operations; utilizes USOC codes, equipment inventory data, and local excise tax structure to recommend new cost per minute rates for SCAN use to management;

Produces management reports showing cost of State owned/leased equipment, taxes, cost of non-SCAN calls and cost savings;

Coordinates entry of new SCAN customers into the billing system; explains procedures for applications for SCAN service and refers to appropriate Telecommunications Division staff;

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

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;

Coordinates data processing program changes with data processing staff to assure that the customer receives a billing statement which is reflective of type of equipment and ownership or lease thereof;

Oversees the production and distribution of telecommunications billing statements to all SCAN customers;

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

Three 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