

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 45

Position Title	Telephone Facilities Analyst		
Date Evaluated	October 19, 2005	Date Revised	June 28, 2006
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	2	Drafts instructions to staff on installation and programming of telephone hardware; notes/email to office administration staff, vendors on telephone systems related issues.
2. Numeric Skills	2	Reviewing costs against invoices and accrued charges for telephone, cell phones and blackberry usage.
3. Technical Skills/Professional Knowledge	3	Knowledge of telephone systems/services and switch platforms, PBX, call routing, to troubleshoot problems and interpret busy studies; work is procedural and routine in nature, requiring application of range of knowledge of telephone systems, telecommunications devices; knowledge acquired through on-job training over several months or more, and/or through telecommunications training through vendor courses, community college programs.
4. Analytical/Problem-Solving Skills	3	Problems with telephone lines, equipment, service from vendor; resolve by checking our equipment, the employees' operation of the phone, other possible failures, then check with Bell on their lines, calls to vendors to resolve.
5. Communication Skills	3	Liaising with staff, vendors eg. when installing new systems to advise how it will work, when it will be installed; liaising with Bell or vendor on resolving problems.
6. Co-ordinating Skills	3	Eg. Office relocation or new system to be installed: advise staff, coordinate with vendor to disconnect and install new, ensure vendor has security access to location after hours if required.
7. Freedom of Action	3	Works independently seeking approvals for costs and refers contentious issues. Exercises judgement in responding to telephone issues, (eg. contacted vendor/Bell to resolve an after-hours problem to ensure system was operational for Monday am) with ability to plan sequence of work over the course of a week or more.
8. Guiding Others	1	No responsibility to guide others.
9. Physical Effort	1	No physical effort required beyond standard;
10. Manual Dexterity	1	Keyboarding and working telephone system but not continuous and can lessen strain.
11. Audio/Visual Effort	1	Normal requirement for audio or visual concentration.
12. Working Conditions	1	Occasional travel to field offices when new system being installed, but is usually voluntary.
General Notes		