



## **TEST AND ACTIVATION ANALYST - VOICE**

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### **Job Responsibilities:**

- Assist & educate inter-departmental staff with order processing/telephony changes as needed.
- Work with 3<sup>rd</sup> party vendor(s) to escalate and ensure prompt resolution to any customer impacting porting, provisioning and switch related events up to and including carrier outages.
- Perform telephony diagnostics for single customer troubles via integrated tools and act on results to reduce MTR (mean time to repair).
- Monitor orders for all hosted and ported telephone numbers through web-based applications. Report errors or issues appropriately to fix agents and/or Service Activation Analyst.
- Monitor and escalate service degraded events to Network Operations Center according to business rules.
- Manage and resolve Local Number Portability fallout report between ABBt and third party providers.
- Assist field personnel with telco port activations and/or conflicts on a daily basis.

### **Job Qualifications:**

- Knowledge of HFC infrastructure and operation to include Rf plant infrastructure and CPE.
- Ability to identify and isolate customer related telephony events in a timely manner and escalate through resolution.
- LEC, CLEC, VoIP product knowledge and/or operation experience is desired.
- Order entry/billing system/trouble ticket experience.
- MUST be able to adapt to an ever-changing operational environment. Change orientated.
- Problem solving: Ability to identify and isolate troubles in compliance with metrics and be able to constructively handle misc. projects or task in between daily operational assignments.
- Time Management: MUST be able to manage & prioritize daily tasks and remain flexible at all times.
- Communication: strong verbal, written, and listening skills.
- Ability to work effectively with others and promote a positive working environment.
- Decision making: Ability to make and support sound decisions given the information available.
- Subject-matter knowledge: Digital Voice/VoIP/Telco experience preferred.

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