

# MICROSOFT TEAMS UNIFIED COMMUNICATION ANALYST

## QUANTA PHILIPPINES ROHQ



### SUMMARY

We are seeking a skilled Microsoft Teams Unified Communications Analyst to join our team. The ideal candidate will be responsible for managing, optimizing, and supporting our Microsoft Teams environment to enhance communication and collaboration across the organization. This role involves collaborating with various stakeholders to implement best practices and ensure a seamless user experience.

**SCOPE:** Enterprise

### RESPONSIBILITIES:

- **System Management:** Administer and maintain the Microsoft Teams environment, including user provisioning, permissions, and policy settings.
- **Support and Troubleshooting:** Provide technical support for Teams users, addressing issues related to messaging, calling, and meetings. Troubleshoot connectivity and performance problems.
- **Configuration and Optimization:** Configure and optimize Teams settings, including voice, video, and conferencing features to meet organizational needs.
- **Integration Management:** Collaborate with IT teams to integrate Microsoft Teams with other applications and systems, ensuring smooth functionality and user adoption.
- **Training and Documentation:** Develop training materials and conduct training sessions for end-users to promote effective use of Teams and its features.
- **Monitoring and Reporting:** Monitor usage and performance metrics for Teams, providing insights and recommendations for improvements.
- **Collaboration:** Work closely with other IT departments to ensure alignment on infrastructure, security, and compliance standards.
- **Project Participation:** Participate in planning and executing projects related to Microsoft Teams enhancements, migrations, and upgrades.
- **Stay Updated:** Keep abreast of the latest Microsoft Teams features and updates, making recommendations for adoption when beneficial.

### EDUCATION AND EXPERIENCE REQUIREMENTS

#### Required Education and Experience:

- **Education:** Bachelor's degree in Computer Science, Information Technology, or a related field.
- **Experience:** Proven experience in managing and supporting Microsoft Teams or similar unified communications platforms.
- **Technical Skills:**
  - Familiarity with Microsoft 365 administration and configuration.
  - Knowledge of VoIP and telephony systems.
  - Understanding of networking concepts and troubleshooting.
- **Certifications:** Microsoft Teams Administrator Associate or similar certifications are a plus.

- **Soft Skills:**
  - Strong problem-solving skills and attention to detail.
  - Excellent communication and interpersonal skills.
  - Ability to work independently and as part of a team.

**COMPETENCIES:**

- Customer service oriented and proactive in anticipating and resolving problems while maximizing efficient use of available IT resources.
- Uses excellent problem-solving, communication, and interpersonal skills along with a patient, positive, and customer-friendly attitude within a team environment.
- Demonstrates outstanding customer orientation and desire to enable client productivity.
- Communicates effectively and efficiently with technical and non-technical audiences at all levels of organization; utilizes appropriate communication channels for given situations.
- Always acts professionally and tactfully in all situations; maintains a professional demeanor and appearance.
- Produces high quality work results with a sense of urgency while maintaining a high level of focus on detail, exactness and completeness.
- Builds leveraging relationships & teamwork environment with clients, peers and other IT teams that facilitate knowledge and information sharing; contribute to team's body of knowledge; being recognized as a dependable member of team and a source of positive energy and attitude for clients and team.
- Adheres to change management and documentation policies.
- Good written and verbal communication skills