

## Unified Communications & IT Infrastructure Analyst LSU AgCenter

Direct Link: <https://www.AcademicKeys.com/r?job=251639>

Downloaded On: Jan. 15, 2025 7:54am

Posted Jan. 14, 2025, set to expire Nov. 9, 2025

<b>Job Title</b>	Unified Communications & IT Infrastructure Analyst
<b>Department</b>	East Baton Rouge Parish
<b>Institution</b>	LSU AgCenter Baton Rouge, Louisiana
<b>Date Posted</b>	Jan. 14, 2025
<b>Application Deadline</b>	Jan. 28, 2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Apply Online Here</b>	<a href="https://lsu.wd1.myworkdayjobs.com/LSU">https://lsu.wd1.myworkdayjobs.com/LSU</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### POSITION VACANCY ANNOUNCEMENT

**Work Location:** Knapp Hall, LSU Campus, Baton Rouge, LA. Louisiana domicile may change depending on the location of the selected candidate.

**Position Description:** This is an entry to mid-level position with general state-wide responsibilities that include implementation, management, maintenance, and technical support of the LSU AgCenter's communication systems especially Voice over Internet Protocol (VoIP), cellular, and fax through the Unified Communications (UC) and Infrastructure units of the Information Technology department.

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### Essential Responsibilities:

- Provide in-person and remote support of UC and Infrastructure equipment, tools, and services for the LSU AgCenter and its constituents.
- Troubleshoot and resolve issues with voice, video, networking equipment, computer hardware and software, etc.
- Research, manage, monitor, and support enterprise UC and Infrastructure equipment, tools, and services.
- Assist with billing for VoIP and cellular accounts across the organization.
- Installation of Infrastructure and UC equipment, software, etc.
- Monitor and manage software and hardware updates for Infrastructure and UC devices.
- Collaborate on projects with other LSU AgCenter IT units, LSU System institutions, etc.
- Update current and create new UC and Infrastructure documentation, knowledge base articles, wiring diagrams, etc.
- Communicate with vendors to request quotes, order equipment, request return authorizations, etc.
- Compile and monitor telecom, cellular, voice, and video metrics.
- Create, monitor and respond to work orders, support cases, etc.
- Work toward continuing education and/or certifications related to voice, video, and information technology infrastructure.

### Minimum Requirements:

- A bachelor's degree (required).
- At least 1 year of experience in cloud-based conferencing administration (Avaya, Teams, Zoom, Cisco, Tandberg, etc.).
- Experience with providing support for Microsoft Office products, Windows Operating System, Microsoft 365, Microsoft Outlook, and Microsoft Teams.
- Experience using remote PC assistance tools such as BeyondTrust.
- Candidate must be able to climb, balance, stoop, kneel, crouch, and or crawl as well as lift and handle 30 lbs.
- Applicants must have a smartphone with voice and data services and have or be able to obtain a valid Louisiana driver's license.

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### Preferred Requirements:

- Bachelor's degree in computer science, information technology, or related field.
- Master's degree is preferred.
- Experience managing VoIP infrastructure using Teams Admin Center to configure call queues, auto attendants, phone number porting, etc.
- Experience in providing customer service and support via in-person, phone, and remote tools.
- Hands-on experience installing microphones, cameras, VoIP phones, streaming equipment, etc.
- Experience training end-users in the use of VoIP hardware, software, etc.
- Knowledge of network switches, QoS, PoE, VLAN, Audio/Video Codecs.
- Experience creating knowledge base articles and user guides.

LSU and the AgCenter are dedicated to fostering an environment where our employees feel appreciated for their skills and individual qualifications. If a candidate does not meet the minimum qualifications listed but has other qualifications or substantial experience related to the key responsibilities, we encourage them to apply (per La. RS 42:36).

**Salary and Benefits:** Salary will be commensurate with qualifications and experience. The LSU AgCenter has an attractive benefits package with a wide variety of benefit options. Benefits offered include retirement, multiple medical insurance options, supplemental insurances (dental, life, long-term disability, accident, vision, long-term care, etc.), Tax Saver Flexible Benefits Plan (saves tax dollars on some child care and medical expenses), university holidays (14 per year, typically includes a week off at Christmas), generous annual (vacation) and sick leave benefits, Employee Assistance Program, and possible educational leave and tuition exemption for coursework at campuses of the LSU System. Specific benefits depend on job category, percent effort and length of employment.

**Date Available:** Upon completion of the selection process



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**Application Deadline:** January 28, 2025, or until a suitable candidate is identified.

**Application Procedure:** Qualified candidates must apply online at <https://lsu.wd1.myworkdayjobs.com/LSU> (or through Workday for internal applicants) by attaching file(s) containing a curriculum vita, a letter of application, official university transcripts, and two letters of reference. Questions about the online application system should be directed to the HRM Office at 225/578-0324. (Paper, faxed, or emailed application materials will not be accepted.) In lieu of attaching the letters of reference, they may be sent directly to:

Unified Communications Search Committee

LSU AgCenter Information Technology

241 Knapp Hall

Baton Rouge, LA 70803

Email: [de@agcenter.lsu.edu](mailto:de@agcenter.lsu.edu)

Website: [www.lsuagcenter.com](http://www.lsuagcenter.com)

The LSU Agricultural Center is a statewide campus of the LSU System and provides equal opportunities in programs and employment. An Equal Opportunity Employer.

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact



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