

UNIVERSITY INFORMATION SYSTEMS/MEDICAL AREA
CONTACT LIST

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Telecommunications
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Manager

Leanne Dunbar 432-1509 leanne_dunbar@hms.harvard.edu

Sr. Telecom Analyst

Valerie Keogh 432-1507 valerie_keogh@hms.harvard.edu

Staff Assistant II

Christine Brown 432-1507 christine_brown@hms.harvard.edu

Medical Area Technicians

Brian Kinsley 432-1507 telecom@hms.harvard.edu

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MEDICAL AREA CUSTOMER SERVICE CONTACT LIST

Customer Service Main Line: 432-1507
Telecommunication's fax number: 432-2335
E-mail address: telecom@hms.harvard.edu

Manager

Leanne Dunbar 432-1509 leanne_dunbar@hms.harvard.edu

The Manager of HMS Telecommunications is responsible for overseeing and executing the provisioning, maintenance, and wiring and cable process on the Longwood Campus. Provisioning includes order writing, scheduling, trouble resolution and project management. Liaison with HMS Network Operations Group and incorporate their network design requirements into overall Telecommunications standards, which includes all environmental requirements, closet size, pathways, cable selection and protection.

Sr. Telecommunication Analyst

Valerie Keogh 432-1507 valerie_keogh@hms.harvard.edu

The Telecommunications Analyst provides in-depth consulting and analytical expertise to departments. The Telecommunications Analyst will:

- ✚ Project manage large moves and installations
- ✚ Recommend changes to existing telephone systems for more efficient utilization
- ✚ Recommend new systems or upgrading to a more efficient telephone system
- ✚ Recommend solutions for complex telephone situations
(Telethons, enhanced voice mail, special circuits)
- ✚ Review departmental telephone billing and work through bill discrepancies
- ✚ Assist with ordering for Video Conferencing Services

Analysts will be involved in all major building renovations and new construction and will work closely with the Wire and Cable Vendor to:

- ✚ Identify jack locations and jack numbering schemes
- ✚ Work with Verizon for installation of building entrance cables
- ✚ Identify telephone closet locations and the appropriate space allocation for telephone equipment

Analysts will be involved in any departmental moves and new installation involving more than ten telephones or where requested.

Responsible for issuing work orders (Centrex and Wireless) to all vendors that are required for telephone installation-including Verizon for dial tone, special circuits and facilities. Wiring vendor for jack and wire installation needs. The Telecommunications Analyst is usually the first contact for Longwood Campus employees who need telephone work. They can assist you in:

- ✚ Determining what is being requested by the end user
- ✚ Analyze the request to determine if it can be completed or if an alternative should be recommended
- ✚ Accurately quote the monthly, rental and one-time installation charges
- ✚ Process the actual telephone requisition orders
- ✚ Answer questions and concerns with your phone system, equipment, pricing and voicemail

Staff Assistant II:

Christine Brown

432-1507

christine_brown@hms.harvard.edu

The Staff Assistant II position coordinates the daily activity of the telephone work orders. This includes:

- ✚ Answers all phone lines and checks voice mail messages daily along with email messages found in the main department email account and follows up with customer directly or Telecom Team.
- ✚ Troubleshoots repairs with clients and identifies technician(s) involved, i.e. Verizon, HMA Tech, or UIS Tech and tracks and escalates until completed.
- ✚ Primary liaison with clients until completion of work order or repair.
- ✚ Verifies Macstar Updates in system daily against daily work orders that have been completed and updates name changes, and billing codes changes in Macstar system.
- ✚ Types and delivers templates.
- ✚ Creates new voice mail boxes for Longwood Campus employees in Second Nature Voice Mail Application.
- ✚ Copies all new voice work orders, mails copy to customer and to UIS in Cambridge for billing and inventory purposes.
- ✚ Is the Lead Person and liaison of the annual University-wide directory updates project and the distribution process.
- ✚ Also assists with any projects that arise during a period of time.
- ✚ Updates Building floor plans for Longwood Campus and files completed jack installation work orders.
- ✚ Maintains all departmental files and general office organization and participates in staff meeting which are interactive in nature.