

City of New York
Department of Information Technology & Telecommunications
Job Posting Notice

Civil Service Title: Computer Specialist (Software)	Level: 04
Title Code No: 13632	Salary: \$87,203/\$100,284 - \$120,000
Business Title: VOIP Network Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 2
Job ID: 195594	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

The successful candidate will serve as a VOIP Network Engineer responsible for resolving technical issues within the IT Services division. Responsibilities will include: Oversee and ensure the delivery of a scalable, highly resilient and cost-effective Enterprise Voice over IP (VoIP) infrastructure that allows the delivery of telephony, desktop video and collaboration services for the Mayoral agencies of the City of New York; develop best practice designs, project management, develop project plans, manage inventory, develop and maintain site deployment plans and develop deployment processes; document network elements and devices that are part of the enterprise infrastructure and develop operational run books and detailed network diagrams; interface with DoITT teams to ensure that all changes flow efficiently; oversee router deployments, circuit orders; provide technical support for IP Telephony and video issues; document problem tickets regarding the resolution of problems; install voice modules; configure and maintain Cisco IOS gateways; CUCM and Unity Connection upgrades; perform SRST implementation on acceptance testing before going production; develop and maintain large CUCM dial-plans; provide solutions to user needs while maintaining best practices and scalability; provide advance troubleshooting of CUCM, Unity Connection, gateways, PSTN circuits, phone features; participate in program activities within an established project methodology, including status reporting and strategic planning; coordinate special network support projects as assigned; prepare bill of materials for new Cisco VoIP cutovers; set goals, monitor work, and evaluate results to ensure objectives and operating requirements are met and are in line with the needs and mission of 911; perform activities to include SIP troubleshooting, documenting processes and procedures, establishing monitoring and alerting processes, and other network related duties; recommend, schedule, and perform system improvements in 911 ECTP network environment; monitor performance, capacity, and availability of the VoIP infrastructure on an ongoing basis; maintain operational configurations of all in-place VoIP network solutions as per the established baselines and standards; collaborate with DoITT, NYPD and FDNY Agency management to assess near and long-term VoIP network capacity needs; help design and implement short and long-term strategic plans to ensure VoIP infrastructure meets existing and future requirements; maintain awareness of and familiarity with trends and new developments in technologies used in, or appropriate for use in VoIP infrastructure; benchmark, report on, and make recommendations for the improvement and growth of the network systems; interact with vendors and customers on existing and/or new service agreements/products; document and test interoperability with carriers for all services, including voice origination and termination, E911, and other applications; and perform special technology projects and initiatives as assigned.

Minimum Qualification Requirements

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project;

or

(2) A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project;

or

(3) A satisfactory combination of education and experience that is equivalent to (1) or (2) above. College education may be substituted for up to two years of the required experience in (2) above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience in a project leader capacity or as a major contributor on a complex project.

NOTE: In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

Special Note

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

Preferred Skills

The successful candidate should possess the following: 5+ years' experience with IP switched/router/based networks and 3+ years with Cisco Voice over IP; excellent written and verbal communication skills; ability to lead projects assigned; knowledge of IP addressing and subnetting; installation/troubleshooting experience of Cisco H.323/ SIP IOS voice gateways, PRI circuits; advanced installation/troubleshooting experience of Cisco hardware/OS software, including 38xx, 39XX, 29XX and 28xx series routers and VG224, VG202 analog gateways, Advanced Cisco certification is highly desired; experience with Cisco C-Series servers and business edition servers is highly desired; Cisco CIPT and CCVP Certs, PMP are a plus; ability to interface with senior level management and give senior level presentations is a must; demonstrated experience working with technical and non-technical staff; outstanding collaboration skills; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; and the ability to handle multiple tasks under tight deadlines; strong interpersonal communication skills with a meticulous attention to detail; must be HIGHLY self-motivated with the ability to handle multiple, diverse tasks with emphasis on priority, quality and timeliness; self-directed with the ability to take ownership of complicated issues and complete a project from concept to full implementation; ability to professionally

communicate complex technical designs/situations; ITIL certification.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #195594

For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #195594

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to:

Department of Information Technology and Telecommunications (DoITT)

Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

Posting Date: June 19, 2015

Post Until: Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.