

**City of New York
Department of Information Technology and Telecommunications
Job Posting Notice**

Civil Service Title: Computer Specialist (Operations)	Level:
Title Code No: 13622	Salary: \$69,253/\$79,641 - \$105,000
Business Title: Senior VoIP Operations Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 2
Job ID: 255347	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 Senior VoIP Operations Engineer reporting to the IT Services Division. Responsibilities will include: Serve as a tier 2 asset in the resolution of end user or system-wide service issues; initiate and/or escalate service issues with the appropriate vendor responsible for system operation; maintain system logs or other documentation required for the continued operation of the VoIP system; oversee diagnostic measures to determine the source of a service issue; schedule system-affecting corrective measures with user agencies in the enterprise service management system (currently remedy); assist in transitioning the legacy voice team to the VoIP operations team through proper training and teaching; supplement the tier 1 team in performing endpoint and end-user administration and operational tasks in cisco unified communications manager and cisco unified contact center express administering users in cisco unity connection and cisco unified presence, and enable the most commonly used features for both applications when needed; support voice gateways MGCP, SIP, H.323; contact center experience including reporting, call recording, queues, skills, etc; tier 2 troubleshooting, tier 1 support; remedy trouble tickets while maintaining SLAs for resolution of tickets; consults with user personnel to ensure that problems have been properly identified and that the solution will meet the requirements; analyzes VOIP performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols; provide VoIP related engineering & operational support to subordinate elements when necessary; collaborate with network engineers or administrators to ensure that VoIP traffic does not interfere with or hinder network data traffic; responsible for policies and procedures creations and distribution in reference to all VoIP equipment; perform analysis of maintenance failures, research trends, and causes of failures - and recommend solutions to avert future failures; train and educate legacy voice team to transition to VoIP operations team; provide helpful advice on equipment purchases for life-cycle replacements as well as up and coming network related projects; and perform special projects and initiatives as assigned.

Minimum Qualification Requirements

(1) A four-year high school diploma or its educational equivalent plus a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, gained since June, 1996, one year of which must have been in a project leader capacity or as a major contributor on a complex project;

or

(2) A baccalaureate degree from an accredited college and four years of satisfactory, full-time experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project;

or

(3) A four-year high school diploma or its educational equivalent and five years of satisfactory, fulltime experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project;

or

(4) A satisfactory combination of education and/or experience which is equivalent to "1," "2," or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, gained since June, 1996, one year of which must have been 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 software development and maintenance, technical support, quality assurance (QA), hardware installation, or as an end user will not be accepted for meeting the minimum qualification requirements.

Preferred Skills

The preferred candidate should possess the following: 5+ years of related telecommunications experience; experience working with networking and telephony products (Cisco, Juniper, Nortel, Avaya, etc); experience with Qos, H.323, G711, G723, SIP and PSTN Gateways; ability to describe the components of a cisco unified communications solution and identify call signaling and media stream flows; ability to provide an overview of administrator and end-user interface options in cisco unified contact center, cisco unified communications manager express, cisco unity express, cisco unity connection, and cisco unified presence; ability to understand call flows in cisco unified communications manager and cisco unified communications manager express; ability to perform endpoint and end-user administration tasks in cisco unified communications manager and cisco unified communications manager express; knowledge of CISCO unified contact center enterprise; ability to professionally communicate both internally and externally with individuals at all levels of an organization; solid knowledge of MS Office (word, excel, access, visio, and project); skilled in being a self-motivating, analytical, and proactive team player.

To Apply

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #255347
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #255347

-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: September 20, 2016

Post Until: Filled

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