

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

<b>Civil Service Title:</b> IT Infrastructure Engineer	<b>Level:</b>
<b>Title Code No:</b> 06796	<b>Salary:</b> \$75,000 - \$125,000
<b>Business Title:</b> IP Telephony Design Engineer	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 268678	<b>Hours/Shift:</b> 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.
<b>Job Description</b>	
<p>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.</p> <p>The successful candidate will serve as an IP Telephony Design Engineer reporting to the IT Services Division. Responsibilities will include: Design, engineer, deploy 8 CUCM, Unity Connection, Presence and SME clusters; perform CUCM LDAP integrations; develop best practice DR designs, standards compliance and dial-plan enhancements; 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 design and code router/switch configurations including but not limited to QoS, multicasting, ISDN, HSRP and advanced gateway configurations; provide Level 3 support for IP Telephony issues; install and configure, upgrade of Cisco Unified Call Manager (CCM) 9.X/ 10.X, Unity Connection 9.X/ 10.X; deploy and support Cisco Jabber video and Jabber mobile clients; perform the integration of Cisco Unified Unity Connection servers with Active Directory and Exchange for unified messaging; perform SRST implementation on various platforms; participate in program activities within an established project methodology, including status reporting and strategic planning; coordinate and oversee special projects and initiatives as assigned.</p>	
<b>Minimum Qualification Requirements</b>	
<p>1. A baccalaureate degree from an accredited college and four years of satisfactory full-time experience related to the projects and policies required for the particular position;</p> <p>or</p> <p>2. Education and/or experience which is equivalent to "1" above.</p>	
<b>Preferred Skills</b>	
<p>The preferred candidate should possess the following: 3+ years of experience with IP switches/router/based networks; knowledge of IP addressing and subnetting (IPv4/6); advanced installation/troubleshooting experience of Cisco hardware/IOS software, including 28xx, 29xx, 38xx, and 39xx series routers; 3+ years of experience with design, deploying and management of Unified CUCM 8.x/9.x/10.x and Cisco Unity Connection 8.x/9.x; knowledge on Cisco HCS 8.X or 10.X versions is a plus; extensive experience with CUCM dial-plans, H.323 and SIP trunks, voice encryption and CUCM enterprise parameters; experience with Carrier SIP trunks, ACEM Packet and Session management highly desired; knowledge of UCCE/UCCX; demonstrated experience working with technical and non-technical staff; knowledge and troubleshooting skills in VMware and virtual environments; outstanding collaboration and team building skills; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; ability to handle multiple tasks under tight deadlines.</p>	
<b>To Apply</b>	
<p>For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities &gt; Careers, and search for Job ID #268678 For all other applicants, please go to <a href="http://www.nyc.gov/jobs/search">www.nyc.gov/jobs/search</a> and search for Job ID #268678</p> <p style="text-align: center;">-or-</p> <p style="text-align: center;">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</p> <p style="text-align: center;">SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
<b>Posting Date:</b> October 24, 2016	<b>Post Until:</b> Filled

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