

TRANSFER/PROMOTIONAL OPPORTUNITY

TELECOMMUNICATIONS ANALYST - SENIOR (Department of Public Works)

THE PURPOSE of this position is to plan, develop, and implement the City's telephony infrastructure. This includes installing, configuring, maintaining, supporting, and optimizing all telephone systems and services, voicemail, and PBX communication systems.

ESSENTIAL FUNCTIONS:

- Engineer, specify, purchase, and supervise installation of telephone services to all City facilities including expansion of Avaya, keys systems, and direct services from telecommunication service providers.
- Coordinate communication services for all City departments.
- Prepare work orders for telephone switch maintenance and expansion including moves, adds, and changes.
- Coordinate telephony problem resolution with the City communications shop.
- Management, configuration, operation and support of telephony services from telecommunication providers including hardware and software enhancements on behalf of DPW and other city agencies.
- Manage and administer telecommunication-associated software including Avaya call management, Telesoft billing, Asterisk voice mail, and other interactive voice response systems.
- Monitor and identify capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems.
- Provide on-call technical support.
- Manage and review all telecommunications invoices for adherence to contracted plans, highlighting variances. Resolve and reconcile discrepancies with the vendor where necessary.
- Develop and maintain documentation for existing telephony systems.
- Order installation and removal of telephone lines and special circuits.
- Generate telecommunications usage and inventory reports as required.
- Conduct testing and develop disaster recovery plans to detect faults, minimize malfunctions, and provide reliable data backups.
- Interact with staff to ensure the safe and proper installation of cabling, wiring, and other electrical hardware.
- Performing other job-related responsibilities as assigned.

NOTE: Incumbent will be part of a team that provides 24-hour service seven days a week year-round for all city telephone system components.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Current status and at least 3 months of experience as a regularly appointed City of Milwaukee employee.
2. Bachelor's degree in electrical engineering, computer science, or other closely related field from an accredited college or university.
3. Three years of experience in enterprise phone systems performing duties closely related to this position.
4. Valid driver's license at time of appointment and throughout employment.

Equivalent combinations of experience and education may also be considered

DESIRABLE QUALIFICATIONS

- Job-related telephony certifications

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge of telephone systems and telephony protocols
- Knowledge of voice over IP technologies
- Knowledge of Open Source technologies
- Knowledge of Linux-based telephony applications
- Knowledge of Avaya telephony systems
- Ability to coordinate direct services from telecommunication service providers

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- Interpersonal skills
- Written communication skills
- Oral communication skills
- Organizational skills
- Time management skills

THE CURRENT SALARY RANGE (SG08) IS: \$2,108.22 – \$2,951.39 biweekly.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

All completed applications and resumes should be returned to: Dawn Crowbridge, Business Operations Manager, DPW-Administrative Services, Frank P. Zeidler Municipal Building, Room 507 Milwaukee WI 53202-3554 by JUNE 15, 2007. Completed applications and resumes may also be emailed to dcrowb@mpw.net no later than JUNE 15, 2007.

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