

COMMUNICATIONS FACILITIES COORDINATOR

Recruitment #1606-1893DC-001

List Type Original-Continuing

Requesting Department DOA - INFO & TECH MGT DIV

Open Date 8/17/2016 4:00:00 PM

Filing Deadline 9/16/2016 11:59:00 PM

HR Analyst Marti Cargile

Introduction

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

Purpose

Build upon your telecommunications background in this stimulating and challenging position that provides the opportunity to work closely with various vendors as well as with a wide range of City departments. Imagine coming to work knowing that you can use your technical expertise, work independently, and learn something new every day!

Under general direction of the Telecommunications Manager and exercising a high level of independence and decision making, the Communications Facilities Coordinator coordinates and performs technical duties to provide telecommunications services to City departments. This includes configuring, maintaining, supporting, and optimizing all telephone systems and services, voicemail, and PBX communication systems. The Communications Facilities Coordinator works with various vendors to optimize billing plans and reconcile invoice variations regularly. The person in this position also analyzes and resolves telecommunications circuit issues in a timely and accurate manner, supports user needs where required, and provides on-call technical support.

Essential Functions

- Provide consultation expertise to City departments for telephone and data networking questions and planning.
- Coordinate communications services for all City departments by preparing work orders for telephone switch maintenance and expansion, including moves, adds, and changes, and then coordinating telephony problem resolution with the Communications Shop.
- Manage, configure, operate, and support telephony services offered by telecommunication providers, including hardware and software enhancements on behalf of City agencies, including annual Firmware updates on Avaya telephony equipment.
- Manage and administer telecommunication-associated software, including Avaya Aura® Communication Manager, Telesoft directory, Asterisk voicemail, NICE Inform recording system, Avaya CMS Supervisor reporting system, and MicroStation floor plans.
- Manage and review all telecommunications invoices for adherence to contracted plans, highlighting variances. Resolve and reconcile discrepancies with the vendor where necessary.
- Manage and administer cell phone and data devices from the various wireless providers.

Communications Facilities Coordinator (DOA-ITMD)

- Conduct a monthly review of cell phone usage with Telecom Coordinators in each City department.
- Hold status meetings with vendors monthly to ensure accounts are handled properly.
- Order cellular equipment; maintain accurate inventory of spare cellular equipment; maintain an updated listing of available 414-708-xxxx phone numbers; and properly wipe and recycle devices.
- Respond in a timely manner to RITS (Request IT Support) trouble tickets for desk phone and cell phone problems.
- 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 perform backups.
- Interact with staff to ensure the safe and proper installation of cabling, wiring, and other electrical hardware.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Minimum Requirements

1. Associate degree in telecommunications, computer systems networking, computer electronics technology, or a closely related field from an accredited college or university.
2. Three years of experience in installing and maintaining enterprise-scale telephone systems or similar.
3. Valid driver's license at the time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered. For example, two years of additional experience as described above may be substituted for the associate degree.

IMPORTANT NOTE: *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

Desirable Qualifications

Related telephony certifications such as the following:

- Certification Partners Convergence Technologies Professional (CTP)
- Avaya Certified Implementation Specialist (ACIS)
- Digium Certified Asterisk Professional (dCAP).

Knowledges, Skills, Abilities & Other Characteristics

- Thorough knowledge of telephony systems, including Avaya and key telephone systems; familiarity working with Avaya PBX programming as well as Avaya CMS programming and reporting.
- Familiarity with or ability to master CityWatch software.
- Familiarity with telephony protocols as well as working knowledge of Voice over Internet Protocol (Voice over IP), Open Source, and Linux-based telephony applications.
- Ability to work effectively with telecommunication service providers to acquire direct services.
- Effective oral and written communication skills; ability to explain technical concepts to non-technical audiences.
- Interpersonal skills and the ability to build rapport with departmental representatives, vendors, and fellow staff.
- Customer focus and a dedication to excellence in service delivery.
- Ability to read and understand complex technical documents.
- Proficiency using standard computer applications such as word processing, spreadsheet, and the Internet.
- General knowledge of mathematics so as to understand technical specifications, system performance reports, inventory data, purchasing information, and pricing.
- Ability to make accurate calculations, e.g., to estimate time or monetary resources needed to complete projects.
- Analytical, problem-solving, and troubleshooting skills.
- Decision-making skills and sound judgment.
- Ability to plan, organize and prioritize work to achieve objectives within deadlines.
- Ability to represent the department with professionalism, honesty, and integrity.
- Ability to maintain confidentiality and information security.
- Commitment to professional development and staying abreast of rapid changes and improvements in telecommunications.

Current Salary

THE CURRENT STARTING SALARY (PAY RANGE 3SN) for City of Milwaukee residents is **\$66,324** annually, and the non-resident starting salary is \$64,697.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health, and dental benefits, paid time off including vacation, 11 holidays, sick leave accrual, and much more.

Selection Process

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Department of Administration-Information and Technology Management Division reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

Communications Facilities Coordinator (DOA-ITMD)

INITIAL FILING DATE: The examination will be held as soon as practical after **SEPTEMBER 16, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <http://city.milwaukee.gov/DER#.V3U2aMtTGos>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.