

TRANSFER/PROMOTIONAL OPPORTUNITY

COMMUNICATIONS FACILITIES COORDINATOR (*Department of Public Works - Administrative Services Division*)

PURPOSE: Under the general direction of the Telecommunications Analyst-Senior, the Communications Facilities Coordinator will be responsible for assisting in providing telecommunications and data networking services to City departments.

ESSENTIAL FUNCTIONS:

- Assisting in the oversight and operations of the telecommunications and data networking systems
- Preparing cost estimates related to the development and support of City telephone services and other direct data services
- Monitoring telecommunications traffic, detecting and resolving performance issues to ensure the uninterrupted operation of telephony systems
- Providing technical support to service users over the phone, via email, and in person
- Preparing all work orders related to telephone systems support and continuous development
- Coordinating resolution of technical problems with the DPW Communications shop
- Carrying out all administrative tasks associated with telecommunications and data networking services software
- Overseeing the organization of service provider contracts, upholding service providers to contractual obligations
- Overseeing the organization of job-related documentation developed with CAD and Microstation software
- Overseeing the organization of job-related documentation illustrating the location of buried copper and fiber optic wiring within the City
- Reviewing job-related permits to ensure proposed work plans to not disturb underground communication facilities
- Performing other job-related responsibilities as assigned

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. A Bachelor's Degree in Information Technology, Electrical Engineering or other closely-related field **AND** 2 years of experience performing tasks related to the essential functions above

Note: Equivalent combinations of education and experience may also be considered.

Note: An employee who is interested in this position, but who does not meet the education/experience requirement, is welcome to apply. Such an employee may be considered to underfill the position at a level commensurate with his or her background.

DESIRABLE QUALIFICATIONS:

- Knowledge of DPW field operations and other city service operations

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge of telephony, telecommunications, and data networking systems
- Ability to work in a stressful environment
- Ability to interact with service providers and other professionals tactfully and diplomatically
- Record keeping skills
- Organizational skills
- Analytical skills
- Written communication skills
- Interpersonal skills
- Verbal communication skills
- Ability to resolve complaints in a timely, professional manner
- Ability to climb stairs
- Ability to work in confined spaces

THE CURRENT SALARY RANGE (607) IS: \$2,344.37 - \$2,795.03 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.

APPLICATION PROCEDURE: You may obtain applications and further information in person or by mail from the City of Milwaukee, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee WI 53202-3554, by visiting our web site at www.milwaukee.gov/der, or by calling 414-286-3751.

All completed applications and resumes should be returned to: Ms. Dawn Crowbridge, Department of Public Works, 841 N Broadway, Room 507, Milwaukee, WI 53202-3617 by **October 19, 2007**.

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