



**NEW YORK CITY FIRE DEPARTMENT  
JOB VACANCY NOTICE**

<b>CIVIL SERVICE TITLE</b> Project Manager Intern	<b>Title Code #</b> 22425
<b>OFFICE TITLE</b> Telephone Services Coordinator	<b>SALARY</b> \$46,577-Minimum salary for full-time employees with less than 2 years of City Service \$53,563-Minimum salary for full-time employees with more than 2 years of City Service
<b>BUREAU/DIVISION/UNIT</b> Communications/Telephone Services Unit	<b>LOCATION</b> 9 MetroTech Center, Brooklyn, New York

**JOB DESCRIPTION**

Under general direction, the Telephone Services Coordinator will oversee the Telephone Services Unit in the handling of all repairs and installations of telephone service for all FDNY facilities and the processing of billing information for over 1000 Verizon accounts as well as all Department cellular telephones and Blackberries; coordinate the Unit's handling of special Department projects which require very difficult and complex work with voice telephony technology on a daily basis. Make recommendations in the implementation of various new data processes and procedures and ensure staff is properly trained in new applications and systems that are now required to support the various telephony systems and services that are used by the Department; meet regularly with various vendors and service providers regarding telephony systems support and maintenance application upgrades; coordinate and schedule various training and refresher training on system upgrades that occur on a regular basis; maintain a higher level of knowledge and skill set of the various applications and databases and troubleshoot and act as an in-house technical support of the various applications. Assist in ensuring proper staffing levels for the unit.

**QUALIFICATION REQUIREMENTS:**

1. A baccalaureate degree from an accredited college or university in engineering, architecture, landscape architecture, business administration, or public administration; or
2. A master's degree in architecture that is the first professional degree in architecture from an accredited college or university.

**PREFERRED SKILLS:**  
Advanced Access database development and utilization, Adobe InDesign, Crystal Report Development, and Centrex line programming and configuration.  
Ability to perform complex and detailed telephone voice programming and implementation.

**NOTE:** New York City residency is required within 90 days of appointment. However, City employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. Please note that only candidates considered for an interview will be contacted.

**TO APPLY:**  
NON-CITY EMPLOYEES/EXTERNAL CANDIDATES PLEASE GO TO [WWW.NYC.GOV/JOBS](http://WWW.NYC.GOV/JOBS).  
CITY EMPLOYEES MUST APPLY VIA [EMPLOYEE SELF SERVICE \(NYC.GOV/ESS\)](http://EMPLOYEE.SELF.SERVICE.NYC.GOV/ESS). REFER TO JOB ID #219377.

**DATED:** October 23, 2015 **\*POST UNTIL\*:** November 6, 2015

*"FDNY is ranked as the top place to work among gov't agencies; and 17<sup>th</sup> overall among 500 employers among large U.S. companies, nonprofits, gov't agencies, and U.S. divisions of multi-national."  
-Forbes magazine, on "America's Best Employers 2015"*

**The Fire Department is an Equal Opportunity Employer.**