

NEW YORK CITY DEPARTMENT OF EDUCATION
CITYWIDE VACANCY NOTICE

CIVIL SERVICE TITLE:

Certified IT Administrator (WAN) (13642)
Level 4

FUNCTIONAL TITLE:

Voice over Internet Protocol
Wide Area Network Administrator

ASSIGNMENT NUMBER:

740-08-015

NUMBER OF POSITIONS AVAILABLE

1 position

PROGRAM AREA:

Division of Instructional & Information
Technology

LOCATION:

2 MetroTech Center - Suite 3600
Brooklyn, New York 11201

SALARY:

\$88,679 - \$106,000

The Office of Telecommunication Services is responsible for the day-to-day administration of the Department of Education's Telecommunications information systems infrastructure and support services and PBX installation projects for the public schools and district administrative offices.

JOB DESCRIPTION:

- Serves as senior level specialist responsible for the integration and implementation of voice and data communication technologies and expansion projects. This includes VoIP integration with Wide Area Network with a focus on Cisco and Avaya hardware, software and technologies and the integration of a unified communications system with existing PBX and messaging systems.
- Responsible for the planning, designing, configuring, installing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management and support of the Avaya Definity 6400 PBX and other current legacy telephony equipment.
- Designs and supports VoIP infrastructure and associated software including IP-PBXs, Call-Management systems, Voice Mail, Computer Telephony Integration (CTI) and Interactive Voice Response (IVRs).
- Reviews and evaluates current and future telecommunications and telephony convergence design issues using multi-vendor solutions for approximately 1300 remote sites, 5 Integrated Service Centers, 10 Learning Support Centers and the Central Headquarters campus.
- Coordinates all engineering projects for VoIP initiatives including planning, configuring and optimizing all VoIP/IP-PBX telephone systems and services.
- Maintains and reviews Service Level Agreements (SLA) for all organizational IP-telephony applications.
- Prepares cost/benefit analyses and feasibility studies for proposed telephony enhancements and participates in developing implementation plans.

MINIMUM REQUIREMENTS

Cisco Certified Network Professional (CCNP) -OR-
Cisco Certified Internetwork Expert (CCIE) Service Provider;

AND

- 1) A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in wide area network planning, design, configuration, installation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management;

OR

- 2) A four-year high school diploma or its educational equivalent and six years of satisfactory full-time (not classroom based) information technology experience of which at least 2 years must have been as described in "1" above;

OR

- 3) A masters degree in computer science or a related field from an accredited college may substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time information technology experience as described in "1" above.

In addition to meeting the minimum qualification requirements incumbents may be required to update existing and/or obtain additional professional industry-standard certification(s) for current and future technical environment(s) in which they may be assigned to work, as determined by the employing agency.

PREFERRED QUALIFICATIONS

1. Avaya Certifications (ACS, ACA).
2. Experience in voice and data networking technologies in an IP environment as well as the implementation of converged communications including voice services, data and video and messaging services such as voicemail and e-mail.
3. Advanced knowledge of IP addressing, subnetting and routing protocols.
4. Advanced knowledge of VoIP, Data Networks, WAN, Cisco TCP/IP, Avaya Telephony Systems (Legacy, Definity) and other comparable vendors, IP-PBX, Contact Center Solutions (AES, ACD), SIP, H.323, VoIP QoS, Security tools (router based VPN, firewalls and encryption technologies), and Power over Ethernet Technology.
5. Excellent verbal and written communication skills.
6. Skilled in Microsoft PowerPoint and Visio presentation.

To apply for this assignment, send resume to:

New York City Department of Education
Division of Instructional & Information Technology
2 MetroTech Center - Suite 3600
Brooklyn, New York 11201
Attention: Theresa Hannible
OR by e-mail to:
VoIP/WanAdmin@schools.nyc.gov

Applications must be received by June 30, 2008.

Quote assignment number and day-evening phone numbers on the top right corner of your resume. Only applicants scheduled for interviews will be contacted.

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