City of New York
Department of information Technology and Telecommunications
Job Vacancy Notice

Civil Service Title: Certified IT Administrator (WAN)	**Level:** 04
Title Code No: 13642	**Salary:** $83,388/$95,896-$120,000
Office Title: IP Telephony Design Administrator	**Work location:** 2 Metro Tech
Division/Work Unit: IT Services	**Number of Positions:** 1
Hours/Shift: Day - Due to the necessary technical duties of this position in a 24/7 operation, candidate may be required to be on call and/or work various shifts such as weekends and/or evenings.	**Agency Tracking #:** 86587

Job Description

The successful candidate will serve as an IP Telephony Design Administrator reporting to the IT Services division.

Responsibilities will include: Oversee and ensure the delivery of a scalable, highly resilient and cost-effective Enterprise Voice over IP (VoIP) infrastructure that allows the delivery of telephony, desktop video and collaboration services; develop best practice DR designs, standards compliance and dial-plan enhancements; document network elements and devices that are part of the enterprise infrastructure and develop operational run books and detailed network diagrams; interface with DoITT teams to ensure that network changes flow efficiently; oversee design and code router/switch configurations; implement processes/functions on routers and switches as required, including but not limited to QoS, multicasting, NTP, VLAN configurations, TACACS, ISDN, HSRP, Content Networking, and advanced network routing; provide technical support for network issues; document problem tickets regarding the resolution of problems; provide advanced network support in new project development; provide technical assistance on the feasibility of new projects; install and configure Cisco Unified Call Manager (CCM) 7.x for a distributed cluster IP telephony deployment; install voice modules and configure Cisco IOS MGCP, H323 and SIP gateways w/ analog FXS, FXO or digital T1 interface to PSTN; configure Cisco IOS gatekeeper; install and configure Cisco Unified Unity messaging with mixed mode licensing for large-scale deployment; perform the integration of Cisco Unified Unity servers with Active Directory and Exchange for unified messaging; perform SRST implementation on various platforms; participate in program activities within an established project methodology, including status reporting and strategic planning; and handle special technology projects and initiatives as assigned.

Qualification Requirements

Professional/vendor certification(s) in wide area network administration that is required for the position to be filled.
Candidates must possess one of the following certifications: **Cisco Certified Network Professional (CCNP), Cisco Certified Internetwork Expert (CCIE) Routing & Switching, or Cisco Certified Internetwork Professional (CCIP)**

In addition, all candidates must have the following:
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 master's 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.
Note:
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.

Essential Skills

The preferred candidate should possess the following: 5+ years experience with IP switches/router/based networks; knowledge of IP addressing and subnetting (IPv4/6), routing protocols, including EIGRP, and OSPF. Implementation of BGP (internal and external); advanced installation/troubleshooting experience of Cisco hardware/OS software, including 76xx, 72xx, 38xx, and 39xx series routers, Nexus 7K, Nexus 5K, 65xx, 45xx layer2/3 switches, ACE, CSS and GSS Load Balancers; knowledge of IP network security utilizing Cisco PIX and/or Checkpoint platforms, RPR implementation and troubleshooting, SONET and optical networking, WDM (CWDM, DWDM) implementation and troubleshooting, advanced switching technologies including MPLS; advanced Cisco certification; 3+ years experience using Unified CCM, Cisco Unified Unity, Cisco Unity Connection, UCC/UCCX 8 Enterprise/Express; Configure - including scripts – UCC/UCCX 8 (Unified Contact Center Enterprise/Express) server; Cisco Unified Video conferencing; Cisco CIPT and CCVP certifications; demonstrated experience working with technical and non-technical staff; exceptional knowledge of Microsoft Office programs; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; and the ability to handle multiple tasks under tight deadlines.

To Apply:

Please go to www.nyc.gov/careers and search for Job ID # 86587
-or-
If you do not have access to a computer, please mail resume indicating JVN # to:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 75 Park Place - 5th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

Post Date: May 4, 2011	**Post Until:** Filled	**JVN:** 858-2011-86587

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