Chief of VoIP Technology -
IT Infrastructure

JOB DESCRIPTION:

The New York City Housing Authority is seeking a Chief of VoIP Technology to plan, design, implement, maintain, monitor and document NYCHA's Voice over Internet Protocol infrastructure, its related services, VoIP/IPCC applications and associated equipment.

The selected candidate will be involved in all aspects of the Cisco Call Manager and sub platforms telephone system to include Unified Communications, Unified messaging services, Internet Protocol Contact Center system and coordination with telecommunication service providers. Specific duties shall include, but not be limited to the following:

1. Oversee staff assisting NYCHA's Centralized Contact Center with all telecommunications, call center technologies and related equipment and requirements. Coordinate enterprise Internet Protocol Contact Center (IPCC) script changes, agent profiles and connectivity to other resources.
2. Manage the coordination with vendors and service providers on IPCC design, implementation and capacity planning; including but not limited to performance analysis, traffic studies and development of alternative solutions.
3. Interact with other Information Technology units, NYCHA Contact Center management and line business units in developing VoIP and IPCC applications and solutions.

QUALIFICATION REQUIREMENTS:

Professional/vendor certification(s) in wide area network administration required for this position is: Cisco Certified VoIP. 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.

<u>Note:</u>

In addition to meeting the 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.

QUALIFICATIONS DESIRED:

1. Extensive knowledge and experience of Cisco Unified Communications, Unified Messaging and Cisco enterprise Internet Protocol Contact Center.
2. Six or more years hands on experience in a Cisco VoIP environment that includes Unified Communications, enterprise Cisco call center (IPCC) technologies and PSTN networks.

Interested candidates may fax cover letter, resume, to (212) 306-5194, e-mail to HR.Recruitment@nycha.nyc.gov or mail to:

New York City Housing Authority
Human Resources Recruitment Unit
90 Church Street, 5th Floor
New York, NY 10007
Attn.: DMP, Senior Recruiter
Job Code: Chief of VoIP Technology

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