



Robert P. Astorino
County Executive

Department of Human Resources
Mary Jennings Mahon
Commissioner of Human Resources

Department of Information Technology
John McCaffrey
Chief Information Officer

CISCO/VOIP TELECOMM ENGINEER

The Westchester County Department of Information Technology has an immediate opening for a seasoned CISCO/VoIP Telecom Engineer with experience in traditional voice communications as well as Cisco VoIP telephony.

Scope of Work:

- Assist in leading the County's ongoing migration of over 6,000 landlines and 1,700 cellular devices to the newly installed Cisco Unified Communications Manager (CUCM) version 10.5.2 solution.
- Direct a team of skilled technicians to support the entire Westchester County telecommunications network as they design, configure, implement and support the CUCM, Unity Connection, Unified Contact Center, Informacast, Intelligence Center, Workforce Optimization, Calabrio, and Emergency Responder environments.
- Responsible for creating dialing plans, route patterns, route groups, route lists, calling search spaces, partitions, etc. and will proactively monitor the communications infrastructure to ensure optimum performance and rectify potential issues in a timely manner. Future plans include the addition of Finesse.
- The chosen candidate will be experienced in such IP protocols as H.323, SIP, MGCP and SS7, and should be proficient in evaluating, engineering, configuring, administering, troubleshooting, managing and maintaining all types of telecommunications facilities, systems and networks in terms of efficiency and cost effectiveness.
- Other responsibilities include overseeing the telephone billing system, the Sonexis conferencing system, the Nuance speech recognition system, cellular adds, moves and changes, payphone administration and providing quality customer service.

Required Qualifications:

Possession of a high school or equivalency diploma and either:

- (a) Bachelor's Degree* and three years of experience where the primary function of the position was participating in VoIP design and implementation and other telecommunications planning such as the installation of PBX and/or Centrex, planning the modification of telecommunication systems such as the conversion of one service to another, the procurement of service contracts (phone service, equipment, repair, etc.); one year of which must have been in a supervisory capacity; or
- (b) Seven years of experience as stated in (a) including one year of supervisory experience; or
- (c) a satisfactory equivalent combination of the foregoing training and experience.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* may be substituted on a year for year basis for up to two years. Candidates must possess the supervisory experience.

SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid NYS Driver's License while in this title.

The selected applicant will be hired as: Program Administrator (Telecommunications)
\$69,960 - \$93,255 (CSEA)

Westchester County offers employees a competitive salary, our compensation package includes comprehensive benefits, including medical, dental, vision, deferred compensation, paid leave and NYS retirement plan.

Submit resume and cover letter to ddmk@westchestergov.com.

[Follow this link for a detailed job description](#)

[http://www.westchestergov.com/hr/jobspecs/cjs/county/P/PROGRAMADMINISTRATOR\(TELECOMMUNICATIONS\).pdf](http://www.westchestergov.com/hr/jobspecs/cjs/county/P/PROGRAMADMINISTRATOR(TELECOMMUNICATIONS).pdf)

Westchester County is an equal opportunity employer.