

**The City of New York
DEPARTMENT OF HOMELESS SERVICES
CITYWIDE JOB VACANCY NOTICE**

CIVIL SERVICE TITLE: <p style="text-align: center;">Computer Systems Manager M1 1 Position Title Code No. M-10050</p>	SALARY: <p style="text-align: center;">Hiring Rate: \$41,257.00 Maximum: \$90,829.00</p>
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OFFICE TITLE: Telephone Systems Manager	UNIT: Office of Information Technology DIVISION: Executive	LOCATION: 33 Beaver Street MANHATTAN, NY 10004 SHIFT: M-F 9 AM - 5 PM
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JOB DESCRIPTION:

The NYC Department of Homeless Services seeks a Computer Systems Manager M1 to serve as Telephone Systems Manager for the Office of Information Technology in the Executive Division. The selected candidate, under the direct supervision of the Director of Network and Security, will manage the day-to-day telecommunications activities of an install base of 10 sites and 8 call centers utilizing 2300+ phones and 350+ wireless devices. This includes planning and maintenance of VoIP, PBX and video conferencing systems. In addition, the manager will lead the management of the agency's cellular and mobile needs, including cell phones, BlackBerry devices, and smart phones. This includes, but is not limited to: management and supervision of employees and consultants. Management, maintenance and upgrades of the agency Avaya phone system, including user administration, scripting for call routing and flow management. Conduct research and make recommendations on VoIP products, service, protocols, and standards in support of voice procurement and development efforts. Developing and deploying methodologies to improve call management, SLA reporting and analysis, agent tracking and ticket management. Maintaining telecommunications documentation. Vendor management, including bill processing, contract negotiations, and relationship management. Handling telecommunications related responsibilities in planning for BCP and DR planning. Preparing and managing the telecommunications budget. Integrating existing video conferencing system with other non-DHS agency (NYC, NY State) systems. Design, development, implementation, modification, planning, estimation, feasibility testing and evaluation of video systems. Integrating desktops with emerging web /PC centric video collaboration capabilities such as Microsoft's OCS, LiveMeeting, and WebEx.

PREFERRED SKILLS:

- B.S. degree in the field of computer science or information systems or equivalent experience.
- 5+ years experience in managing 5 or more employees/consultants
 - Six years experience with Avaya*s Communication Manager telephone system and Call Center Elite platform in a call center environment
 - Knowledge of Avaya IVR, Vectoring, Avaya Voicemail, as well as enterprise-grade telecom technologies and concepts.
 - Expertise on multiple Mobile Platforms such as (Windows Mobile, Blackberry OS, etc)
 - Wireless engineering experience, strong understanding of wireless infrastructure and device architectures
 - Four years experience with Polycom video-conferencing solution
 - Strong technical skills in management of Customer Premise Equipment, including experience with T1 / PRI test, turn-up, and maintenance.
 - Strong proactive analytical and problem solving skills as well as planning, organizational, and customer service skills. Ability to manage multiple priorities simultaneously.
 - Project management, vendor management, and strong communication skills are a must.
 - Excellent communication and presentation skills.
 - Ability to work overtime and off-hours as required, including the on-call service rotation.

MINIMUM QUALIFICATION REQUIREMENTS:

1. A master's degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, database administration, or planning of data processing or in the supervision of staff performing these duties; or
2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or
4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.

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NOTE: The following types of experience are not acceptable: superficial use of preprogrammed software without complex programming design, implementation or management of the product; use of word processing packages; use of a hand held calculator; primarily the entering or updating of data in a system; the operation of data processing hardware or consoles.

**New York City residency is not required
D.H.S. is an Equal Opportunity Employer**

APPOINTMENTS ARE SUBJECT TO OFFICE OF MANAGEMENT AND BUDGET (OMB) APPROVAL

TO APPLY FOR CONSIDERATION, PLEASE SEND TWO COPIES OF A COVER LETTER INDICATING POSTING NUMBER AND TWO (2) RESUMES TO:

**SUBMISSION OF APPLICATION IS
NOT A GUARANTEE THAT YOU
WILL RECEIVE AN INTERVIEW**

Department of Homeless Services
Recruitment Coordinator
33 Beaver Street - 12th Floor
New York, NY 10004

**OR E-MAIL YOUR COVER LETTER AND
RESUME TO: dhsjobs@dhs.nyc.gov**

DATED: October 22, 2009

POST UNTIL: November 6, 2009

POSTING NUMBER: DHS 071-10-1885-1895 C