



Department of Human Resources & Civil Service

Job Announcement Please Post Conspicuously

Cheryl Dinolfo
County Executive

Brayton McK. Connard, SPHR
Director

TITLE: TELEPHONY ANALYST (Provisional* Appointment)

SALARY: \$48,524 - \$61,540 annually

LOCATION: Monroe County Department of Information Services

JOB SUMMARY:

This position is responsible for the planning, analysis, design, programming, and installation of Monroe County's telecommunications systems and equipment. Duties involve acting as a consultant to departments by making technical recommendations on telecommunication requirements, participating in the review and selection of new systems and subsequent contract negotiations, and performing administrative functions associated with telephony support. Duties also involve performing some field work. The employee reports directly to, and works under the general supervision of, a management level staff member. Does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's in Telecommunications Management, Telecommunications Engineering Technology or other telecommunications degree plus two (2) years paid full-time or its part-time equivalent experience in managing, programming, or implementing a telecommunications system; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus three (3) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus five (5) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (D) Seven (7) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (E) An equivalent combination of education and experience as defined by the limits of (A), (B), (C), and (D) above.

QUALIFICATIONS OF THE IDEAL CANDIDATE:

(experience with one or more of the following is preferred)

1. Experience programming a phone system (PBX), including set level programming for moves, adds, changes (MACs); Automatic Call Distribution (ACD) for contact centers, and voice mail changes (subscriber access and menu tree programming).
2. Experience with programming carrier technologies such as: SIP, T1 PRIs, POTS lines.

3. Experience with field work and Telco wiring (66, 110 blocks, and patch panels).
4. Experience with activating and troubleshooting cellular phones.
5. Experience with a Mitel phone system.

SPECIAL REQUIREMENTS:

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test, along with a background investigation. Failure to meet the standards may result in disqualification.

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

RESIDENCY REQUIREMENT:

Applicant must be a resident of Monroe County at the time of appointment and for at least four (4) months at the time of examination.

APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:

MONROE COUNTY DEPARTMENT OF HUMAN RESOURCES
39 WEST MAIN STREET, SUITE 210
ROCHESTER, NY 14620

Posting Date: October 5, 2017

Posting Deadline: Until filled

*The term provisional means that you will be required to take the next Civil Service examination for this title, and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.