



Job Opening
March 23, 2016

JOB TITLE: Manager, Telecommunications
DEPT: Information Technology

LOCATION: NYC

BASIC FUNCTION:

Oversee the planning, operation, maintenance and support of ESD telecommunications (telecom), voice and video conferencing systems.

WORK PERFORMED:

- Supervise the planning, operation, maintenance, support and upgrades of ESD's voice and video conferencing systems
- Provide onsite video teleconferencing support for ESD's Board of Directors (and other) meetings to include equipment setup, connection testing and technical resources at all ESD locations
- Support voicemail for the ESD user community
- Oversee 3rd party electrical, voice and data contractors providing telecom services to ESD
- Perform telecom and network related moves and installations associated with personnel changes, additions and/or moves throughout ESD
- Monitor, troubleshoot and resolve problems with all data and telecom lines utilized throughout all ESD office locations
- Review and approve telecom carrier bills
- Train users in telecommunications principles and usage: telecom equipment, phone, voicemail, and video/voice conferencing systems
- Identify and recommend system improvements and new technologies to adapt to changing business requirements and enhance the ESD user experience
- Assist with the cabling, administration and management of networked devices
- Install and configure network switches and routers
- Rack and cable servers and networked appliances
- Install and configure digital senders, copiers, fax and print devices

EDUCATION & REQUIREMENTS:

Education Level required: College degree preferred in an IT related discipline. 3+ years of telecommunications experience may be substituted.

Relevant experience required: Minimum 5+ years telecommunications experience (with at least 1 year experience with Nortel Networks, Meridian 1 and Norstar systems)

Knowledge required: Strong proficiency with voice and data communication systems, network systems and Windows operating systems (Win 7 – Server 2012). Ability to work with a diverse group of people both technically and functionally as well as communicate at a level appropriate to audience; Ability to work both independently and as part of a team; Strong written and verbal communication skills

APPROXIMATE STARTING SALARY: Up To \$75,000

INQUIRE

Maria Gately, Human Resources Manager

DEADLINE: At least 2 weeks or until the position is filled.

Internal Candidates: COMPLETE A POSTING APPLICATION AND ATTACH A COPY OF RESUME

External Candidates: SEND RESUME TO: Resumes@esd.ny.gov