

PROGRAM ADMINISTRATOR (TELECOMMUNICATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible to assist in evaluating, planning, engineering, configuring, administering, troubleshooting, managing and maintaining all types of telecommunications facilities, systems and networks for both departmental and emergency communications. Incumbents are responsible for ensuring the efficiency and cost effectiveness of these networks. Responsibility involves developing and implementing procedures to provide adequate communication services; coordinating and implementing telephone installations and changes; monitoring and supervising the assignment and workflow of subordinate technicians, and trouble-shooting complaints. Supervision may be exercised over subordinate technical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Conducts studies, evaluates, and reviews all types of telecommunications facilities, systems and networks in terms of efficiency, effectiveness, propriety of application and cost-effectiveness;

Studies and researches developments in telecommunication equipment and services and determines practicability of use by the County;

Develops, implements and maintains the effective operation of the county-wide E911 system in support of municipalities throughout Westchester County.

Coordinates with police and fire agencies at all PSAPs in Westchester County to ensure the effective operations and procedures are in place;

Oversees a county-based communications system for responding to emergencies, ensuring compliance with Federal Communications Commission rules and regulations;

Receives, processes, oversees and implements requests from departments for additions, changes and/or relocation of telecommunications equipment and systems;

Assists with the formulation of policies and procedures and ensures County and Municipality compliance with same;

Reviews and responds to service complaints received from police/fire/EMS agencies or from the public, implementing changes for improvements as necessary;

Proactively monitors the communication infrastructure for optimum performance, addressing any potential issues in a timely manner;

Supervises and plans the work of subordinates in the repair, installation and moving of telecommunications equipment within all County-wide offices;

Coordinates requests for equipment and/or service installations and modifications with outside vendors, consultants and the County Department of Information Technology

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Develops technical specifications for the procurement of new equipment, systems, and services;

Assists in the design of communication protocols, route patterns, route lists, route groups, calling search spaces, partitions, security standards and related procedures;

Generates recommendations for changes in facilities, systems and networks for maximum efficiency, appropriateness of application and cost effectiveness;

Assists in the development and maintenance of telecommunications budgeting;

Monitors and evaluates expenditures to insure integrity of budgetary levels;

Monitors and reviews telephone bills from Telecommunications vendors and carriers;

Provides continual support of the Enhanced 911 Emergency System in the County, including coordination and liaison with municipal governmental and emergency service agencies;

Maintains and inputs data for activating scenarios in an Emergency Outbound Calling System;

Maintains liaison with local municipal police, fire and EMS agencies to coordinate all moves, adds and/or changes of E-911 equipment and services; maintain the database for the Master Street Address Guide; provide training, and give presentations to increase public awareness;

Administers various telecommunications applications including, but not limited to, interdepartmental billing, telephone management, teleconferencing, speech recognition, telephone recording, as well as vendor portals;

Performs related administrative duties to insure the smooth and efficient operation of the Telecommunications Division;

Uses computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Performs other related tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES:

Thorough knowledge of telecommunications facilities (including E-911), systems and networks, including VoIP protocols such as H.323, SIP, MGCP and SS7; good knowledge of various types of communications equipment and services available for utilization by a large public agency; ability to understand technical specifications of telecommunication equipment, systems and services; ability to understand and implement IP-based voice

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES

(Continued): communication applications such as the Cisco Unified Communications Manager (CUCM) platform; ability to plan, schedule, supervise and coordinate the work of others; ability to establish and maintain effective working relationships; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications such as spreadsheet, word processing, calendar, email and database software; ability to effectively administer and manage other telecommunications applications such as interdepartmental billing, telephone management, teleconferencing, speech recognition, telephone recording, as well as vendor portals; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; ability to work independently; resourcefulness; imagination; dependability; initiative; good judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) Bachelor's Degree* and four years of experience where a primary function of the position was planning, implementing and supporting telecommunications systems with at least 100 end points; or (b) eight years of experience as stated in (a).

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to four years.

*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 New York State Driver's License while in the title.

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Job Class Code: C1818
Job Group: XII