

# COMMUNICATIONS FACILITIES COORDINATOR

Recruitment #1907-1893DC-001

<b>List Type</b>	Original
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	7/26/2019 08:00:00 AM
<b>Filing Deadline</b>	8/16/2019 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

## INTRODUCTION

*Build upon your telecommunications background in this stimulating and challenging position that provides the opportunity to perform a mission-critical function serving Milwaukee's citizens. Imagine coming to work knowing that you can use your technical expertise, work independently, and learn something new every day!*

## PURPOSE

Under the direction of the Technical Communications Division Manager, the Communications Facilities Coordinator ensures continuity of operations, facilitates moves and changes, provides training and support to end users, and monitors and tracks system and call taker performance for the telecommunications system of the Milwaukee Police Department (MPD), including the 911 Public Safety Answering Point (PSAP). Major systems include the Sentinel® 911 system, Aurora management information system (MIS), Avaya phone system, and NICE Inform® recording system.

## ESSENTIAL FUNCTIONS

- Process ANI/ALI Discrepancy reports; monitor 911 systems for problems; respond to telecommunicators' inquiries; follow up and troubleshoot reported problems; call in work orders; and follow up with repair technicians.
- Arrange for telephone moves and configuration changes; ensure the completion of modifications referred to another agency or vendor; and verify proper and expected functionality for work.
- Install and program IP (Internet Protocol) phones in call center.
- Manage, maintain, program, and add new employees to various systems: Avaya Application Enablement Services (AES), the Sentinel® 911 system, NICE Inform®, CityWatch, and CentreVu; provide system and telephone end-user training.
- Liaise between Computer Aided Dispatch (CAD) System and radio shop personnel, and assist in troubleshooting.
- Maintain the function of the CentreVu Communication Manager System (CMS) system; create related reports.
- Recommend and implement changes to call distribution via Avaya Automatic Call Distribution (ACD) configuration.
- Procure cellular telephones, pagers, and fax machines for departmental use; oversee installation, maintenance, and upgrades; maintain inventory records; review usage; audit billings and authorize payments to vendors; and provide budget recommendations.
- Coordinate with telephone vendors for the lease of network facilities and services; oversee maintenance contracts on Avaya PBX and peripheral telephone equipment.

- Review new technology; complete needs assessments; recommend, approve, and install new telephone products and systems; and submit budget and efficiency recommendations.
- Test 911 call center equipment and procedures; maintain inventory and equipment records; develop contingency plan for 911 outages; and drill departmental personnel on contingency plan procedures.
- Analyze and make recommendations regarding call traffic for the purpose of deleting or adding trunk lines; complete Automatic Call Distribution (ACD) reports.
- Maintain inventory and replacement cycle for computers, monitors, and related peripheral equipment.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

- The Communications Facilities Coordinator must be willing to work beyond standard business hours on occasion and be on call to address telecommunications-related emergencies.

## MINIMUM REQUIREMENTS

1. Associate degree in telecommunications, computer systems networking, computer electronics technology, or a closely related field from an accredited college or university.
2. Four years of experience installing and maintaining enterprise-scale telephony or similar networked systems.
3. Valid driver's license at the time of appointment and throughout employment.

*Equivalent combinations of education and experience may also be considered. For example, two years of additional experience as described above may be substituted for the associate degree.*

**IMPORTANT NOTE:** *If applicable, to receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed, and the degree completion date.*

## DESIRABLE QUALIFICATIONS

- Experience maintaining 9-1-1 Customer Premise Equipment (CPE) for a primary or secondary Public Safety Answering Point.
- Avaya telephony experience.
- A related telephony certification such as "Avaya Certified Implementation Specialist (ACIS)."

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Thorough knowledge of the equipment, configurations, protocols, and functions used in telephony systems such as Avaya, Sentinel® 911, and NICE Inform®.
- Knowledge of networking systems and devices such as routers and switches.
- Proficiency using standard computer applications such as word processing, spreadsheet, and the Internet.
- Ability to read and understand complex technical documents.
- Effective oral and written communication skills; ability to explain technical concepts to non-technical audiences.

- Interpersonal skills and the ability to build rapport with departmental representatives, vendors, and fellow staff; ability to work cooperatively with people whose backgrounds may differ from one's own.
- Knowledge of best practices regarding call taking and dispatching in a public-safety answering point environment.
- Customer focus and a dedication to excellence in service delivery.
- General knowledge of mathematics so as to understand technical specifications, system performance reports, inventory data, purchasing information, and pricing.
- Ability to make accurate calculations, e.g., to estimate time or monetary resources needed to complete projects.
- Critical thinking skills: analytical, problem-solving, troubleshooting, and decision-making skills, as well as sound judgment.
- Ability to plan, organize, and prioritize work to achieve objectives within deadlines.
- Ability to perform duties efficiently, handle a variety of tasks simultaneously, and work well under pressure.
- Ability to represent the department with professionalism, honesty, and integrity as well as to maintain confidentiality and information security.
- Commitment to professional development and staying abreast of rapid changes and improvements in telecommunications.

## CURRENT SALARY

The current salary range (3SN) is \$66,324-\$79,874, and the resident incentive salary range for City of Milwaukee residents is \$68,314-\$82,270. ***Appointment is at the beginning of the range.***

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/Benefits2019#.XBriQE2ot6A>.

## SELECTION PROCESS

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Police Department reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **Friday, August 16, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

**\* NOTE: Candidates must pass a Milwaukee Police Department background investigation before hire. \***

## ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

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*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*