

TELECOMMUNICATIONS SPECIALIST

MILWAUKEE POLICE DEPARTMENT

Purpose:

The Telecommunications Specialist functions to efficiently and economically manage all activities related to the Police Department's telecommunications system, including the 911 Emergency Public Safety Answering Point (PSAP). This includes administration of the Sentinel 911 system and all peripheral equipment. Coordinate with applicable departments and agencies regarding the NICE Inform Recording System; record 911 and administrative positions, update and make call stats. Manage and maintain the Avaya AES. Train department personnel on use of various applications such as NICE, Aurora, CMS, and other systems and equipment. Maintain Telecommunicator and Dispatcher training stations at both locations.

Essential Functions:

- Process Ani-Ali Discrepancy reports.
- Monitor 911 systems for problems and respond to Telecommunicators' inquiries.
- Trouble shoot reported problems and call-in work orders for major work and follow-up with technicians repairing equipment.
- Arrange for all telephone moves and perform all software changes to each of the Department's telephone systems including the addition, deletion, or movement of phones.
- Ensure completion of the modifications and the repairs or modification work referred to another agency or vendor for resolution.
- Install and program IP Phones.
- Provide Training for new and existing department personnel on the use of telephone system and communication network.
- Enter new employees in the Avaya, NICE and CenterVU systems.
- Manage and maintain Avaya AES.
- Manage the NICE Inform system for maintenance, programming changes and training of end users.
- Manage and maintain the City Watch Notification System.
- Maintain contingency plan for 911 outages.
- Act as the liaison between CAD and Radio personnel and perform minor trouble shooting.
- Maintain the functionality of the CenterVU CMS system.
- Create reports for monitoring call-center functions and make recommendations for ACD.
- Audit and submit for payment authorization of telephone vendor billing.
- Procure cellular phones for department use and maintain inventory records.
- Review cellular phone usage by personnel and review billing to determine best pricing and make budget recommendations.
- Process routing sheets from cellular vendors.

Conditions of Employment:

- Work hours may vary; this position is subject to emergency call-ins.

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.

Minimum Requirements:

1. Associate's Degree in Computer Science, Information Systems Technology, or closely related field.
2. 4 years of systems networking experience or public safety call center experience.

Note: Equivalent combinations of experience and education may also be considered.

IMPORTANT NOTE: *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. Applications without transcripts attached will be considered incomplete and will be rejected.*

3. Certified Telecommunications Network Specialist within 6 months of appointment.
4. A valid Wisconsin Driver's License at the time of appointment and throughout employment.

Desirable Qualifications:

- CompTIA Certification

Knowledge, Skills, Abilities and Other Characteristics:

- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of call-center operations and the associated technology fixtures that allow normal operations to be performed.
- Knowledge of and ability to use MS Office Suite (Access, Excel, Outlook, PowerPoint, Word) software to complete business related operations.
- Complex problem solving skills to identify problems and review related information to develop and evaluate options and implement solutions.
- Interpersonal skills; ability to establish and maintain effective working relationships with diverse group of co-workers, managers, command staff, contractors, and vendors.
- Customer service skills; ability to respond promptly to service requests.
- Ability to understand and interpret data to create reports and accurately describe what the data means.
- Ability to work independently and take initiative to accomplish a variety of responsibilities simultaneously.
- Ability to communicate information and ideas orally and in writing so others will understand.
- Ability to prepare and present training materials to a diverse audience.
- Ability to use tools to install and maintain telecommunications equipment.

SALARY (PG 2FX): The current starting salary is \$48,294 for City of Milwaukee residents. The non-resident starting salary is \$47,109 annually. Appointment above the minimum is possible.

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 reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Candidates must undergo and pass a background investigation prior to appointment.

INITIAL FILING DATE - The examination will be held as soon as practical after **July 10, 2015**. 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.

APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St, Room 706, Milwaukee, WI 53202.