

**WEST VIRGINIA MILITARY AUTHORITY
1703 COONSKIN DRIVE
CHARLESTON, WV 25311-1085**

**POSITION VACANCY
ANNOUNCEMENT ANNOUNCEMENT
NUMBER: ML201004**

OPENING DATE: 09 October 2020

CLOSING DATE: 19 October 2020

LOCATION: West Virginia National Guard JFHQ-WV-J6, 1703 Coonskin Drive,
Charleston, WV 25311

JOB TITLE: MA Administrative/Operations Manager 3

WORKING TITLE: Telecommunications Specialist

SALARY RANGE: \$51,864 - \$85,776

How to Apply: Anyone interested in applying for this position must submit a **completed West Virginia Military Authority Application for Employment and resume** to:

West Virginia Military Authority, Attn. HR-Employment Applications, 1703 Coonskin Drive, Charleston, WV 25311-1085 or email to Deborah.s.taylor28.nfg@mail.mil or fax to 304-561-6321. Please include copies of all training certifications.

Applications for Employment may be obtained from the West Virginia Military Authority web site: <http://www.wv.ngb.army.mil/jobs/staffing/Vacancy%Announcements/MA/html>.

NATURE AND SCOPE OF WORK

Under limited supervision of the JFHQ-WV-J6 NETOPS Supervisor, manages and leads telecommunications services and projects for WV National Guard and serves as subject matter expert (SME) in all matters relating to analog and digital technology planning, engineering and execution. Serves as J-6 POC with WVNG personnel, units, with National Guard Bureau (NGB), State agencies and other private sector organizations relating to telecommunications services requirements. Serves as advisor and subject matter expert to J6 on all matters relating to analog and digital telecommunications integration with the overall WVNG communication plan. Responsibility is held for all phases of telecommunications projects to include, recommendation and design, planning, installation and troubleshooting. Responsible for monitoring, reporting and troubleshooting of statewide telecommunications network for WVNG. Occasional statewide travel is required. Performs related work as assigned.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Manages switched telecommunications systems that provide primary voice network capabilities to the organization. Within the switched systems environment, incumbent is responsible for independently administering the individual switch operating system, to include all aspect of

routing tables, trunks, and groups, to include call restrictions, and classes of services. Additionally, performs all software upgrades and troubleshooting of the operating system and switch hardware using appropriate software solutions or diagnostic equipment, to include administering the switch integrated fax services.

Administers the call accounting program and monitors the telecommunications hardware performance to include running traffic studies to measure traffic characteristics, quality of service, and how much equipment or service is actually used or needed for communications systems or segments of systems to assure that the software/hardware performance acceptability is optimized. Analyzes the results to establish the basis for adding, deleting, or reallocating circuits as needed, then provides results to the Network Manager with recommendations.

Monitors, maintains, and recommends optimum switched systems configuration, to include administering and programming the Voice Mail System's customer administration, messaging broadcasting, automated attendants, integrated voice to desk top, load capacity, and voice mail configurations. Provides program and configuration services for Integrated Services Digital Network (ISDN) data and video through the switched network to the Network Control Center (NCC) and DLN environments by administering all bandwidth requirements and allocation on all telecommunications equipment to include Channel Service Units/Data Service Units (CSUs/DSUs), switches, and frame relay access devices.

Provides telecommunications input for the preparation of the Internet Service Provider (ISP). Maintains the telecommunications/integration acquisition plan to include lifecycle replacement as directed by the Telecommunications Manager. Evaluates and recommends commercially obtained software (COTS) solutions for all telecommunications requirements, and develops detailed list of equipment and capabilities to satisfy current requirements for the entire switched system or segments of the complete switched system. Administers the implementation of approved telecommunications projects and contracts by planning the installation, testing and evaluation of the system.

Applies diagnostic equipment to test, configure, evaluate, and optimize all high bandwidth circuits. Designs, develops and conducts technical and operational tests and evaluations of a wide range of communications equipment and systems. Reviews and recommends specific kinds of communications systems according to operating requirements, planned traffic and the location of stations. Provides technical assistance and guidance to the users of the system to include adherence to established policies and procedure.

Provides input to the emergency and mobilization communications plan for implementation by the telecommunications manager. Input addresses the role played by the switched network to support the organizational effort to meet the requirements of the emergency as identified by the proper authorities. Serves as the voice network coordinator between the state and federal authorities.

Responsible for implementing and maintaining Voice over Internet Protocol (VoIP) telephony services to include programming and updating VoIP servers residing on the data network in accordance with established procedures.

Designs wiring plans for computer, network and telecommunications, installing and testing cabling and equipment (including installation of upgrade cards, memory and other devices to improve existing equipment as well as assembly, initial testing and final installation of new computer equipment and related devices), planning, installation, monitoring and maintenance of LAN and Wide Area Network (WAN).

Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of a wide range of technical methods in the detailed performance characteristics of specific communications equipment, systems, services, and transmission media. Must have an in depth understanding of basic electronics theory and operating principles, the applications of existing and planned technology to communications requirements, equipment interoperability and compatibility, and the methods and techniques for acquiring equipment, systems, and services to accomplish information transfer. Requires knowledge of public utility and customer responsibilities involving, cabling used inside and outside buildings, PBX (Private Branch Exchange) software, and underground conduits.

Extensive technical knowledge of AVYA switches and PBX in order to administer the operating systems that permit the transfer of information through various medium which includes copper and fiber optic. Displays in depth understanding of the technical theory of electronic communications concepts, principles, practices, procedures, policies, standards, and operational requirements.

Technical knowledge of the operational and performance characteristics of communications equipment, automated control and switched systems networks management systems. Displays detailed technical knowledge of transmission media, and the relationship among component parts of telecommunications systems. Must be able to apply specialized communications methods and analytical techniques.

The ability to understand, evaluate, and translate the needs of communications users into requirements and to relate user requirements to existing technology, policies and priorities, switched systems capabilities, available technology and services, operating practices and procedures, terms/conditions of systems and service contracts, equipment and staffing requirements, costs and funding, and other supporting services required; to include the knowledge of technical methods to perform assignments such as carrying out limited projects which involve use of specialized, complicated techniques.

Knowledge of digital communications switches, key systems, and IP telephony systems sufficient to configure system hardware and software to permit the transfer of data through various copper, fiber optic and wireless transports.

Ability to work in a diverse, multi-tasking environment requiring prioritization of tasks and deadlines.

MINIMUM QUALIFICATIONS

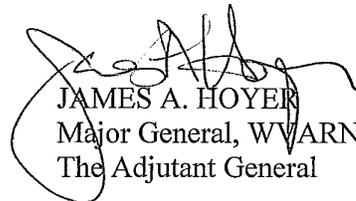
EDUCATION: High School Diploma or equivalent. Must have the following certifications within Six (6) months of being hired: Network + or Security Plus+. Preference may be given to applicants with a Bachelor's degree from a regionally accredited four-year college or university in computer science/information technology/telecommunications fields.

EXPERIENCE: Four years of full-time or equivalent part-time paid experience installing, supporting and troubleshooting analog and digital telecommunications hardware, network connectivity experience working with the PBX, switched telecommunication systems and digital and analog switched systems.

SUBSTITUTION: Successfully completed College/University classes or Military training related to telecommunication systems may be substituted for one year of minimum experience on a month for month basis.

SPECIAL REQUIREMENTS

1. Position is contingent upon continued receipt of Department of Defense funding.
2. This position falls under the West Virginia Consolidated Public Retirement System.
3. CONSIDERATION WILL BE GIVEN TO ALL QUALIFIED APPLICANTS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICS, AGE, MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION.
4. STATE POSITIONS ANNOUNCED BY THE ADJUTANT GENERAL ARE **AT-WILL EMPLOYMENT POSITIONS**. THE TERM AT-WILL EMPLOYMENT MEANS THAT THE EMPLOYEE MAY BE TERMINATED AT ANYTIME WITHOUT CAUSE.
5. **Position requires security clearance and background check.**
6. **Position requires a pre-employment drug screen.**



JAMES A. HOYER
Major General, WVARNG
The Adjutant General