CITY OF BOWIE
Unified Communications Specialist
Department of Information Technology

The City of Bowie is seeking a Unified Communications Specialist to lead the modernization of the City's communication infrastructure. This role involves transitioning from a legacy Avaya PBX system to a hybrid Unified Communications environment that integrates seamlessly with Microsoft Teams and other modern collaboration tools. The ideal candidate will have experience in unified communications technologies, with the ability to collaborate effectively with network and security teams to ensure reliable, secure, and innovative communication services.

Key Responsibilities
- Lead and support the City's transition from Avaya PBX to modern UC platforms, ensuring smooth integration with Microsoft Teams and other systems.
- Collaborate with IT Infrastructure and Security teams on network, server, and telecom operations to ensure system reliability, proactive maintenance, and security compliance.
- Administer mobile device management (MDM) tools (Apple Business Manager, IBM Maas360) for city-issued iPhones and iPads.Coordinate vendor partnerships and advise on UC modernization and long-term planning.
- Provide end-user training, maintain UC documentation, and deliver Tier 2/3 troubleshooting support.
- Support disaster recovery, business continuity, and security measures for communication systems.

What We're Looking For
We are looking for a forward-thinking professional who can balance technical knowledge with the ability to communicate effectively with non-technical staff. The ideal candidate is proactive, adaptable, and capable of guiding the City's communication systems into the future.

Education & Experience
- Bachelor's degree in Information Technology, Telecommunications, Computer Science, or a related field (or equivalent experience).
- Minimum 5 years of professional experience in telecommunications, VoIP, or UC system administration.

Required Skill & Knowledge

- Experience with VoIP, UC systems (Avaya, Teams, or similar), and SIP protocols
- Familiarity with network fundamentals (LAN/WAN) and the ability to collaborate with infrastructure teams.
- Understanding of security best practices and compliance standards (e.g., NIST, CJIS). Ability to translate technical concepts into plain language for non-technical audiences.
- Strong troubleshooting and problem-solving abilities in multi-platform environments.

Preferred Skills and Certifications

- Security-minded approach with awareness of current cyber threats affecting communication systems.
- Experience with call center platforms, Microsoft Teams Rooms, or similar collaboration technologies.
- Relevant certifications (e.g., Microsoft Teams Administrator Associate, Avaya Implementation Specialist, ITIL Foundation).

Desirable Attributes

- Proactive, innovative mindset with the ability to advise on modernization.
- Self-starter who can manage multiple projects and priorities.
- Strong communication and collaboration skills.
- Sense of Humor

SALARY: $73,000–$83,000 Annually

EMPLOYEE BENEFITS: The City offers a robust menu of employee benefits, including medical, dental, vision, life, and long-term care insurance, a 401(K) with employer match, and a 457 savings plan. To optimize employee work/life balance, this position may include telework and flexible scheduling options.

HOW TO APPLY: Please visit the City of Bowie website at www.cityofbowie.org
All applicants MUST submit a completed City of Bowie employment application in order to be considered for this opportunity.

APPLICATION DEADLINE: September 12, 2025

A proud Equal Opportunity Employer, the City of Bowie is committed to providing a fair and inclusive work environment where all employees are valued and respected. This commitment is a vital part of the City's organizational culture and values.