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CAREER OPPORTUNITY

INFORMATION TECHNOLOGY SPECIALIST II

Telecom Solutions Architect

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION (LACERA) PASADENA, CALIFORNIA

ANNUAL SALARY: \$158,156–\$207,444 DOE/DOQ

**75% Remote, 25% On-Site Position* Must live within a 4-hour drive from Pasadena.*

JOIN THE DYNAMIC TEAM AT LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION (LACERA) and embark on an exciting journey as our next Information Technology Specialist II—Telecom Solutions Architect to lead the implementation of a NEW call center solution supporting 50+ agents, catering to over 180k active and retired members. As the technical lead of this bustling center, you'll manage a team of up to four staff, ensuring seamless operations and delivering top-notch customer support. From conducting morning system checks to collaborating with security teams for system integrity, you'll be at the forefront of innovation and excellence. This role isn't just about managing telecommunications and Audio Visual (AV) systems (i.e., conference rooms, board rooms, public hearings, etc.); it's about mentoring staff, driving technological advancement, and making a meaningful impact on critical government services. If you're a detail-oriented problem solver with a knack for network infrastructure, a passion for enhancing user experiences, and a desire to partner with other IT division staff and collaborate with others, this could be a great match for you! *Join us in fulfilling LACERA's mission to protect, produce, and provide the promised benefits to its members—apply today!*

The logo for LACERA (Los Angeles County Employees Retirement Association), featuring the letters 'LACERA' in a bold, sans-serif font with a stylized graphic element to the left.



the **COMMUNITY**

LOS ANGELES, CALIFORNIA, OFFERS A VIBRANT and captivating lifestyle that entices individuals to work, live, and play in this diverse metropolis. With its robust economy, professionals are drawn to its thriving industries such as entertainment, technology, and fashion. The area boasts a pleasant Mediterranean climate, with year-round sunshine and mild winters, making it an ideal place to call home. From the stunning beaches of Santa Monica to the iconic landmarks like the Hollywood Sign and Griffith Observatory, Los Angeles provides a plethora of recreational activities and cultural experiences.

The LACERA office is located in Pasadena, California. Pasadena is nestled in the west foothills of the San Gabriel Mountains, just 15 miles north of downtown Los Angeles. This ethnically and economically diverse city is home to over 140,000 people. Its economy thrives on the educational and entrepreneurial features of the city, including the California Institute of Technology (Caltech), Art Center College of Design, and Pasadena City College. Historical homes and landmarks line the streets of Pasadena, giving the community a sense of heritage, while looking to the future. Traveling from Pasadena to neighboring communities is a breeze thanks to the Metro L Line that includes six stations in Pasadena en route to the San Gabriel Valley. The city is known on a national and international stage for its Rose Bowl events, Tournament of Roses Parade, and annual Rose Bowl Game. Other notable attractions include the Pasadena Convention Center and Civic Auditorium, Norton Simon Museum, the USC Pacific Asia Museum, and the Gamble House.

the **ORGANIZATION**

LACERA'S MISSION IS TO PRODUCE, protect, and provide promised benefits to members. The organization achieves its mission through shared values, including: Accountability, Collaboration, Inclusivity, Innovation, Integrity, and Transparency.

LACERA administers and manages the \$75+ billion retirement fund for the County of Los Angeles. The organization provides retirement, disability, and death benefits to eligible County employees and their beneficiaries and collects, deposits, invests, and manages retirement funds collected from the County, outside districts, and County employees. LACERA is the largest county retirement association in the United States with over 184,000 members. It employs over 500 staff members across 15 specialized divisions and operates on an approximate budget of \$135 million. LACERA's membership is comprised of individuals from a diverse range of careers, age groups, and ethnicities—all contributing to the greater welfare of Los Angeles County. Benefits include health insurance, annual leave, sick leave, retirement, paid holidays, and a ride share program.

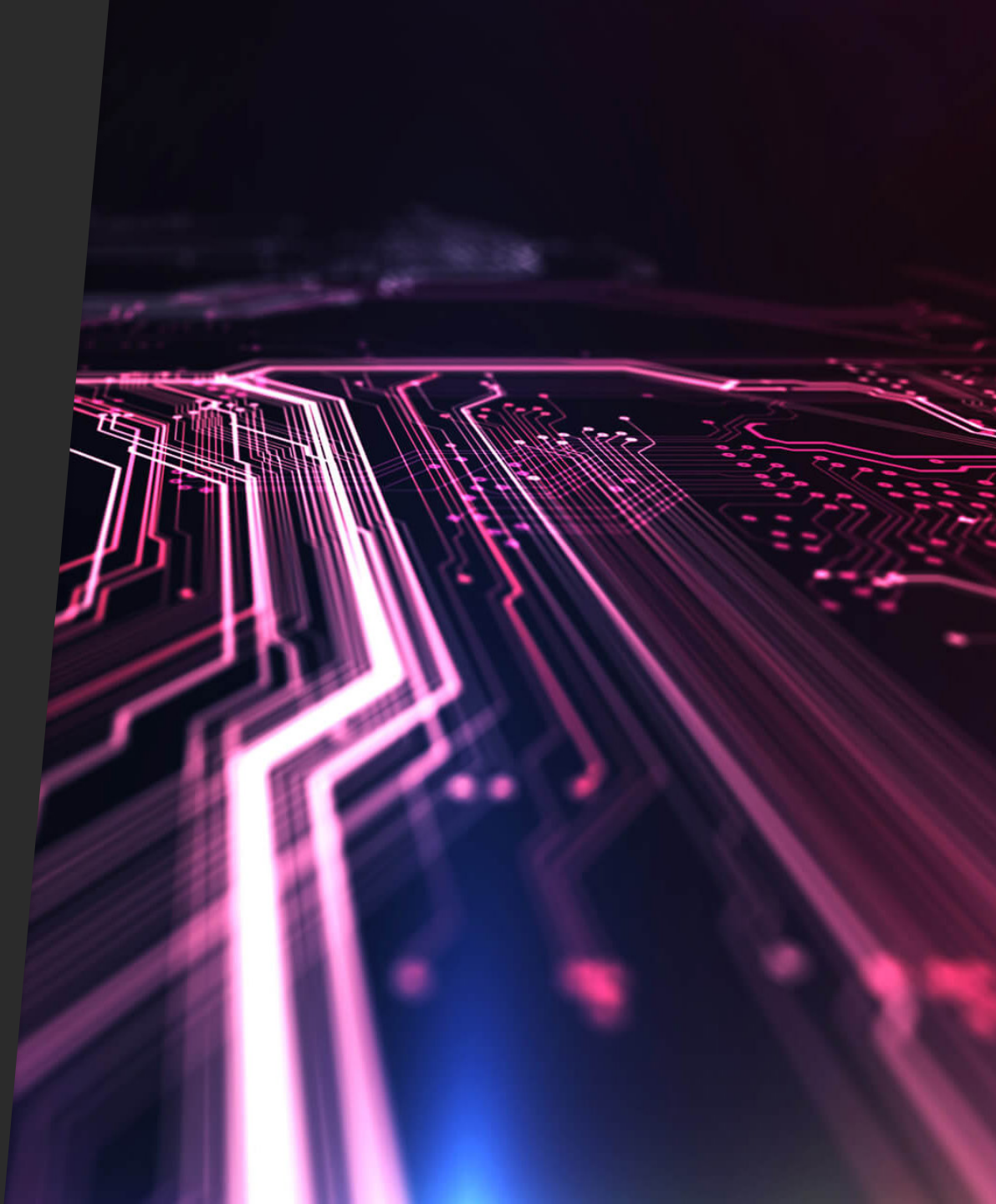
LEARN MORE HERE



the INFRASTRUCTURE SECTION

THE INFRASTRUCTURE SECTION consists of three units: Engineering, Service Desk, and Telecommunications/Audiovisuals. Infrastructure supports the foundational technology needs of LACERA members and staff members—providing the essential security framework protecting the organization.

- ▶ **The Telecommunications/Audiovisuals Unit.** Oversees LACERA's corporate telecommunications, NEW remote call center, and Board of Trustees boardroom meetings that include a hybrid and live-streamed monthly meeting structure.
- ▶ **The Engineering Unit.** Oversees all servers, hosted solutions, and vulnerability management solutions.
- ▶ **The Service Desk Unit.** Processes requests and incident reports and facilitates assistance for 450+ end users in the organization.



the **JOB/IDEAL** **CANDIDATE**

THE **TELECOM SOLUTIONS ARCHITECT** will report to the Information Technology Manager, in the Infrastructure Section, and will have oversight of up to four direct reports. As a supervisor, they will actively mentor staff and enhance overall operational efficiency and adaptability. With the transition from an on-premises telephone infrastructure to hosted platforms like Microsoft Teams, this individual must possess adept knowledge in virtual setups and emerging technologies. Analyzing current functionality, assessing areas for improvement, and envisioning future capabilities are key responsibilities, requiring a deep understanding of network infrastructure and telecommunications protocols such as VoIP, SIP, and PBX. Public sector experience is also a plus, given the unique challenges and regulations associated with pension administration.

As the lead IT Architect of the AV and Telecommunications components for LACERA's new call center solution, they will exhibit creative and visionary thinking – collecting data, exploring potential upgrades or improvements, comparing features and functionality, evaluating budgets and timelines, proposing recommendations to executive leadership, and assisting during the design and development process for system upgrades. In the boardroom setting, they also support hybrid setups, ensuring optimal experiences for participants and addressing feedback for seamless presentations. Technical expertise aside, they will foster collaboration across teams, from troubleshooting with call center agents to liaising with security and networking teams for system upgrades.

The ideal Telecom Solutions Architect will:

- ▶ Work with the engineering team to assess and mitigate risk.
- ▶ Support monthly Board meeting and Quarterly Committee meetings, with optimal boardroom technology including live broadcast production, updating the website with relevant links and information, and streaming on YouTube.
- ▶ Offer expertise and guidance to call center staff and management on virtual phone systems when issues arise.
- ▶ Enthusiastically train staff in new systems and technologies.
- ▶ Liaise with vendors and service providers to explore new technologies' features, price points, and implementation processes.
- ▶ Think strategically, forecast potential threats, and understand the factors influencing security for telecommunications systems.
- ▶ Believe in and protect LACERA's mission, vision, and values!



THE IDEAL CANDIDATE may also **have some or all of the below:**

DESIRED EDUCATION

- ▶ **Degree(s):** A bachelor's or master's degree from an accredited college or university with major study in information technology, computer science, cyber security administration, or a related field.

DESIRED CERTIFICATIONS

- ▶ Information Technology Certifications: CompTIA, ITIL
- ▶ Information Security Certifications: CompTIA Security+, CISSP, CISM, Certified Ethical Hacker (CEH)
- ▶ Cloud Certifications: AWS, Azure, GCP
- ▶ Network Certifications: CCNA, CCNP, CCIE

PROGRAMS & KNOWLEDGE

- ▶ Communications Programs and Knowledge: SIP, VOIP, PBX, Microsoft Teams
- ▶ Network Protocols and Knowledge: TCP IP nomenclature, VPN, Ethernet, TLS
- ▶ Information Security Programs and Systems: SIEM and SOC (current/future LACERA programs), ISO/IEC 27001, SOAR, XDR Antivirus, CASB, Firewalls and Firewall access control rules, Encryption Methodologies, DMZ, IDS/IPS
- ▶ Programming Languages: PowerShell, Python, C#, Java, JavaScript, Rust, experience in secure coding practices SAST/DAST
- ▶ Operating Systems: Microsoft, Linux, Lynx, z/VM
- ▶ Consolidated Solutions: SASE, SD-WAN, CASB

EMPLOYMENT STANDARDS

Selection Requirements

▶ SPECIALTY EXPERIENCE

Two (2) years of experience, within the last three (3) years, at the level of Information Technology Specialist I, LACERA*, or Data Systems Supervisor II, LACERA*, performing highly specialized and complex information systems analysis and design tasks related to telecommunications and audiovisual engineering and architecture. These include acting as a consultant or specialist in IT strategic planning, business automation planning, business process improvement, and/or application development, and providing leadership and overall project management for systems telecommunications and audiovisual development projects.

** Experience at the level of Information Technology Specialist I, LACERA includes acting as a consultant, technical expert, systems architect, or project manager in a specialized area of applications development, database administration, operating systems, cybersecurity, information system analysis, or network systems for a centralized IT organization. This is principal level technical expert.*

** Experience at the level of Data Systems Supervisor II, LACERA, includes supervising through subordinate supervisors a large staff engaged in the analysis, design, and implementation of manual and electronic information and work processing systems, or coordinates the systems program of a centralized IT organization.*

- ▶ A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

WORK SCHEDULE: As the LACERA Call Center's operating hours are 7:30am–5:30pm, this leadership role will require **early morning technology checks** prior to opening.

SALARY & BENEFITS

An annual salary of **\$158,156–\$207,444 DOE/DOQ**, plus a generous benefits package that includes:

MegaFlex Benefit Plan. Benefits may be purchased using a tax-free monthly benefits allowance of 14.5%–17% of the Staff Member's monthly salary. If the monthly cost of the benefits selected is less than the monthly allowance, the Staff Member receives the difference as additional taxable pay.

Medical, Dental, Disability, Life and AD&D insurance, Annual Leave, and Health and Dependent Care Spending Accounts. Available in MegaFlex.

Defined Benefit Retirement Plans. To learn more about these plans, contact us at (800) 786-6464.

Savings Plan (401k). Optional tax-deferred income plan that includes a County match up to 4% of employee's salary.

Deferred Compensation Plan (457). Optional tax-deferred income plan that includes a County match of up to 4% of employee's salary.

Leave Time. Instead of traditional sick and vacation leave, employees earn 10 days of annual leave per year and may buy up to 20 additional days of annual leave.

Holidays. 13 days per year.

Bereavement Leave

Flexible Spending Accounts. Employees may contribute each month tax-free to Health Care (up to \$254) and Dependent Care (up to \$400) Spending Accounts. The County contributes \$100 per month to the Dependent Care Spending Account.

Rideshare Benefits. Monthly transit subsidy, pass purchase program, monthly vanpool subsidy, commuter choice subsidy.

Tuition Reimbursement. Subject to availability of funds.

Candidates will have the opportunity for a hybrid work schedule, with a requirement to be onsite 25% of the time.

HOW to APPLY

Online Application: LACERA offers a simple and convenient online application (application process should only take 15 minutes). For consideration, please apply online by **APRIL 26** and attach your cover letter (desired) and resume.

APPLY NOW



Only the highest qualified applicants will be invited to continue to the Appraisal (Oral) Interview **weighted 100%**. The interview will assess the applicant's knowledge, experience, and general ability to perform the essential functions of the position.

SAVE THE DATES

Those candidates which are determined eligible for hire under the Los Angeles County's Civil Service Rules may be invited to the selection process. Round one interviews will be held virtually and take place on **JUNE 6**. Finalists will move forward to round two in-person interviews that take place on **JUNE 12**. Candidates invited to interview will need to be available for both days.

Please contact your recruiter, Wendi Brown, with any questions: **wendi@wbcpinc.com**
866.929.WBCP (9227) toll-free
541.664.0376 direct