

**CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT**

CALL CENTER TECHNICAL IMPLEMENTER/PROJECT MANAGER

Request for Interest (RFI) #361

Position

The Contra Costa County Employment and Human Services Department (EHSD) announce a Request for Interest (RFI) #361 seeking candidates for a three (3) month / 300 hour contract position to serve as a Call Center Technical Implementer / Project Manager for the Information Technology Division, Administrative Services Bureau.

Funding

EHSD will award a standard contract to the selected individual. The hourly rate for actual work performed is from \$175 up to \$200 depending on experience. This temporary, three (3) month, 300 hour, contract position does not pay benefits. Contract period is October 1, 2008 through December 31, 2008.

Duties

Specific duties for this position include:

1. Provide Project Management skills to develop, update, track, and report, all project issues related to several technology systems/solutions (listed below) to be implemented at the Contra Costa County EHSD Medi-Cal Call Center.
2. In collaboration with County Information Technology staff and technology Vendors, work as primary implementer of the Medi-Cal Call Center technology systems/solutions listed below.
3. Provide consultation and technical expertise related to the systems/solutions listed below.
4. Act as a liaison between internal staff and external experts in technical support of the technology solutions listed below, as well as evaluating and/or recommending any additional vendors, tools, hardware and software required to successfully implement the systems/solutions listed below.

Systems/Solutions to be Implemented

1. Voice-over IP implementation, including any and all required hardware and software configuration and installation.
2. Verint call agent call recording solution implementation, including any and all required hardware and software configuration and installation.
3. Blue Pumpkin software, including any and all required hardware and software configuration and installation.
4. Avaya Call Management software – Potential vector adjustments.

Minimum Qualifications

Experience:

- Three (3) years of experience performing Project Management responsibilities in an Information Technology environment.
- Three (3) years of experience as a technology Analyst within a Call Center operation.
- Three (3) years of experience as a technology Implementer within a Call Center operation.
- Three (3) years of experience implementing current Avaya ACD technology.
- Three (3) years of experience implementing Verint software.
- Three (3) years of experience implementing Voice-Over IP phone systems/solutions.
- Three (3) years of experience implementing Blue Pumpkin solution.
- Three (3) years of experience configuring Avaya Call Management software.
- One (1) year of full time experience or its equivalent working in County or State organizations.

Desirable Skills and Experience

- Able to communicate effectively at all levels of the organization, including Director-level presentations.

- Ability to work closely and collaboratively with public and private entities.
- Strong motivation and ability to work independently.

License Required. Valid Class C California Drivers License and car is required for countywide work.

Document Submission Requirements.

If interested, please submit a resume and cover letter with reference to:

Contra Costa County Employment and Human Services Department
Contracts Unit, Attention: **RFI # 361**
40 Douglas Drive
Martinez, CA 94553

Facsimile copies and email attachments (in Word Format) will be accepted. E-mail:
contractbid@ehsd.co.contra-costa.ca.us

Fax: (925) 313-1758

Telephone: (925) 313-1648

**Responses must be received no later than 5:00 p.m., Friday, September 5, 2008.
Postmarks will not be accepted.**