

**City of New York
DEPARTMENT OF BUILDINGS
Job Posting Notice**

Civil Service Title: Computer Associate (Software)	Level: 01
Title Code No: 13631	Salary: \$56,151---\$75,000 Annually
Business Title: Network Administrator	Work Location: 280 Broadway, 6th Floor, N.Y.
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 185495	Hours/Shift: 35 hours (minimum)

Job Description

Under the supervision of the Director of Information Technology, as well as self-directed as appropriate, the Network Administrator's responsibilities will include the following:

The design, re-design, support and implementation of the information systems that support the Agency's business functions and support DOB Servers/Systems (a medium to large scale enterprise environment)
 Plan, manage, monitor, implement, and provide support to network and security in DOB environment (Microsoft, Cisco)
 Plan, manage, monitor, support Windows based systems; installation, configuration, patch management, performance and tuning, incident tracking, storage management, and backup/restore
 Provide support for the network Servers and equipment at eight+ (5+) sites
 Knowledge of SCCM deployment software or similar tools
 Assist with and performing moves/adds/changes
 Participate in, and lead when requested, activities and projects including, but not limited to, the review, evaluation of software and network design issues and maintain network integrity, deployment of new/enhanced technologies, efficient data flow, scalability, cost-efficiency and client needs
 Interface with other DOB teams (e.g. business units, other IT teams), Department of Information Technology and Telecommunications teams (DoITT), outside vendors, other City agency/entity teams, etc. to ensure that network changes (including client-generated and agency-mandated requests) flow efficiently/deploy successfully
 Work directly with vendors regarding obtaining quotes, deployments, etc.
 Plan and execute work including, but not limited to, Servers, Microsoft AD; implementation of new processes and software deployment
 Provide second, third, etc. level technical support (and first tier support as needed) for network incidents as reported to the Citywide Service Desk and document steps taken for problem resolution
 In a timely and comprehensive fashion, document, track and maintain accurate records of work, including in specific applications as requested (Remedy)
 Establish as requested, support and monitor adherence to configuration template compliance and best-practices on network systems/services
 Lead, plan and perform special technology projects and initiatives as assigned
 Provide technical support including recommendations on new network configurations, system upgrades, and integration of new applications into the existing environment
 Troubleshoot and resolve system problems as required
 Support the planning and execution of work in other disciplines/areas of IT infrastructure, server and network support as requested (e.g. end-user support, network, server, etc.)
 Review and evaluate current and future network designs
 Administration of the DHCP, DNS, File and Storage, Proxy Server
 Deploying and managing of server class hardware/software
 Defining and documenting standard technical operation procedures including installation and change management, and trouble shooting
 Provide technical support and maintenance for Internet /Intranet and database technologies
 Adhere to change management procedures and IT policies to mitigate the disruption of services to the business
 As directed, will be required to be on call 24/7/365
 Other responsibilities as directed by the Director of Information Technology

Minimum Qualification Requirements

- (1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and one (1) year of satisfactory fulltime computer software experience in computer systems development and analysis, applications programming, database administration, systems programming or data communications; or
- (2) A four year high school diploma or its educational equivalent and five (5) years of full-time satisfactory computer software experience as described in 1 above; or
- (3) A satisfactory combination of education and experience that is equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. In addition, twenty-four (24) semester credits from an accredited college or graduate school in computer science or a related field, or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience. However, all candidates who attempt to qualify under option 3 must have at least a four year high school diploma or its educational equivalent and at least two years of satisfactory full-time computer software experience as described in 1 above.

To receive credit, all college credits in computer science or a related computer field and/or the certificate in computer programming must be listed in Section A.6 on page 2 of the Education and Experience Test Paper.

Some examples of unacceptable experience are: End users of a computer system, program or software package; experience in the areas of computer technical support, computer operations; data entry/data retrieval; pure quality assurance (QA) auditing and analysis; hardware installation; help desk; teaching; telecommunications; experience in productivity software products (e.g. word processing, spreadsheet, presentation, and database software, etc.); superficial use of preprogrammed software without complex programming, design and implementation.

Residency Requirement

New York City Residency is not required for this position

To Apply

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and search for the specific Job ID #.**For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities, Careers, and search for the specific Job ID #. No phone calls, faxes or personal inquiries permitted.

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED

Posting Date: 2/27/15	Post Until: Filled
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