

City of New York
DEPARTMENT OF BUILDINGS
Job Posting Notice

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| Civil Service Title: COMPUTER SYSTEMS MANAGER | Level: M1 |
| Title Code No: 10050 | Salary: \$51,757.00-\$100,000.00 |
| Business Title: Production Support Engineer | Work Location: 280 Broadway, 6th Floor, N.Y. |
| Division/Work Unit: Information Technology | Number of Positions: 4 |
| Job ID: 197681 | Hours/Shift: 35 hours (minimum) |
| Job Description | |
| <p>The NYC Department of Buildings (DOB) is seeking a Production Support Engineer to join its Information Technology team to support the maintenance of its production applications, troubleshooting issues, deploying code updates and fixes, and supporting users. Responsibilities include:</p> <ul style="list-style-type: none"> - Working with users to troubleshoot and resolve issues in the Department's production applications. Providing a high-level of service and responsiveness to users. - Analyzing complex software application issues for a number of purposes, such as to identify the root cause of issues or to identify opportunities to improve applications (e.g. performance). - Resolving complex software application issues. - Identifying, preparing and deploying code updates and fixes to production software. - Working closely with other members of the IT team. As needed, also work with third party vendors and other City agencies (DoITT). - Supporting custom built applications and third party applications (both out-of-the-box and configured/customized) in use at the Agency. - Alert monitoring (critical application logs and systems), issue tracking. - Perform service management tasks such as incident management, problem management, and release management. - Create and maintain production support documentation. - Other tasks as directed. | |
| Minimum Qualification Requirements | |
| <p>1. A master's degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing or in the supervision of staff performing these duties; or</p> <p>2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or</p> <p>3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or</p> <p>4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.</p> <p>Qualification Requirements (continued)</p> <p>NOTE: The following types of experience are not acceptable: superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of word processing packages; use of a hand held calculator; primarily the entering or updating of data in a system; the operation of data processing hardware or consoles.</p> | |
| Preferred Skills | |
| <p>- Substantial hand-on application writing/supporting experience with .NET, JAVA, J2EE, JSP, XML, MS SQL Server, Oracle, TOMCAT, JBoss, APPSERVER. - Experience with data analysis, data access, data structures, data manipulation, programming, testing, implementation, technical user documentation, software conversions. - Java, JSP, Servlet, XML, Oracle, XSL and web services development skills. - Proficiency with Java, J2EE architecture and development, analysis of complex business systems. - Proven customer service track record with all levels of staff and customers / the public. - Experience with Accela, ClickSoftware, EMC, and Microsoft Dynamics products a plus. - Demonstrated success driving issue resolution in complex technology environments. - Proficiency with the MS Office suite (including Project, Visio, Access); Remedy (BMC Software). - Excellent written and oral communication skills. - Holds relevant professional/vendor certifications.</p> | |
| Residency Requirement | |
| New York City Residency is not required for this position | |
| To Apply | |
| <p>For Non-City/External Candidates: Visit the www.nyc.gov/jobs/search and search for the specific Job ID #.</p> <p>For Current City Employees: Visit www.nyc.gov/ess to view and apply for available positions. Click on Recruiting Activities, Careers, and search for the specific Job ID #.</p> <p>No phone calls, faxes or personal inquiries permitted.</p> <p>NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED</p> | |
| Posting Date: 07/28/2015 | Post Until: Filled |

The City of New York is an Equal Opportunity Employer