

**City of New York
Department of Information Technology and Telecommunications
Job Posting Notice**

Civil Service Title: Computer Specialist (Software)	Level: 04
Title Code No: 13632	Salary: \$87,203/\$100,284 - \$110,000
Business Title: Portal Support Engineer	Work Location: Brooklyn, NY
Division/Work Unit: Application Development Management	Number of Positions: 1
Job ID: 201183	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

The successful candidate will serve as a Portal Support Engineer reporting to the Application Development Management Division. Responsibilities will include:

- Perform hands-on work supporting the production and non-production J2EE Weblogic environments;
- Coordinate execution of break fixes in the production and non-production environments;
- Deploy releases in different environments (TST, STG and PRD);
- Provision users; Creating usage reports; Managing production incidents (detect, analyze, resolve and document incidents);
- Cross-team coordination for resolving production incidents for NYC.gov and CityShare;
- Work with Project Managers to determine timelines and project tasks;
- Engage with the development teams to provide production management support input for the design of new applications;
- Ensure deliverables from the development teams have proper information for deployment;
- Work with development team to ensure application code matches server software stacks and specifications;
- Work with development and QA teams in planning, documenting, coordinating and executing of operational readiness testing;
- Provide technical support to development and QA teams;
- Work with the compliance team and other key stakeholders to determine reporting and alerting needs;
- Prepare senior level technical reports for executive management;
- Keep systems patches up to date;
- And perform special projects and initiatives as assigned.

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 two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project;

or

(2) A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in 1" above, including one year in a project leader capacity or as a major contributor on a complex project;

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. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience in a project leader capacity or as a major contributor on a complex project.

NOTE: In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

SpecialNote

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

Preferred Skills

The successful candidate should possess the following:

- 5+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier web applications;
- Strong understanding of Unix, Linux, and Windows Operating systems and their utilities;

- Proven background in the development and deployment of complex operational systems;
- Familiarity with any version-control tool like CVS or Subversion;
- Experience with application performance monitoring tools;
- Knowledge of JavaScript, HTML,XML, XSL and other internet technologies;
- Knowledge of scripting languages: Python or JAVA;Knowledge of automated deployment tools (ANT, JIRA, etc);
- Basic knowledge of Configuration Management tools (Chef, Puppet, etc);
- Basic BEA Weblogic 8.1, 9.2 Administration Skills;
- Strong knowledge of server and application architectures;
- Ability to work in cross functional teams to provide the best solution;
- Ability to handle multiple tasks under tight deadlines;
- Ability to effectively interface with technologists, business owners, and end-users;
- Demonstrate coordination;
- Organization, creativity, flexibility, and strong analytical skills;
- Strong written and verbal communication skills;
- Flexibility to work overtime as required;
- Experience with object oriented development using UML;
- Vignette Portal 7.3, 7.4 development experience;
- Database experience with Oracle 9i/10g;
- Experience with Sun Web Server and other J2EE application server such as Tomcat, JBOSS, WebSphere.

To Apply

Please note that taking and passing a civil service exam for the civil service title listed above will be necessary to maintain employment with the City of New York. Filing for the Computer Specialist (Software) exam is tentatively scheduled for November 2015. Please check the Department of Citywide Administrative Services (DCAS) website (http://www.nyc.gov/html/dcas/html/work/exam_monthly.shtml) at that time for important filing information. For more information regarding the civil service process, please visit the DCAS website at: <http://www.nyc.gov/html/dcas/html/work/work.shtml>

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #201183
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #201183

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

**SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL**

Posting Date: July 28, 2015

Post Until: Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.