

**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: Monitoring Engineer, NetIQ	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 2
Job ID: 203851	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 Monitoring Engineer for NetIQ reporting to the IT Services Division. Responsibilities will include: Support the NetIQ AppManger 8.x environment, Analysis Center, AppManager Performance Profiler, perform NetIQ AppManager agent migration, module upgrade planning and implementation; diagnose and resolve incidents and implement appropriate corrective actions for known errors; troubleshoot performance issues of NetIQ agents, track ongoing status of any incident and their corresponding problem record to ensure that identified problems are addressed and resolved; respond to and closely coordinate incident resolution and ongoing resolution status of all support requests for NetIQ; develop and implement monitoring policies and standards for allocation related to the use of computing resources for various technologies such as VMs, UNIX, Linux, Window servers and applications; configure, design and implement correlation rules for alerts; perform event streams analysis from various Element Management Systems (Netscout, NetIQ, AppsDynamic, Dynatrace); work with Netcool ITNM to establish root cause alerts; ensure devices are discovered and also removed from the topology models; manage ticket creation and/or relationships for root cause and symptomatic events; 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.

Special Note

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 strong experience with following: NetIQ App Manager, Analysis Center, AppManager Performance Profiler OR other Fault and Performance monitoring and reporting tools. Engineering experience within a large-scale, complex Manager of Manager (MoM) type monitoring environment and the ability to put in place an End- to End Proactive Event management solution. Exposure to Service Management/ITIL framework and concepts (Incident, Change, Asset Management); proven demonstrated troubleshooting skills (3 years); highly skilled in the implementation, integration, testing and support of distributed applications; 3+ year experience with the setup, management, and optimization of servers, applications and/or databases; successful system administration and maintenance in a large enterprise environment; an understanding of web application coding built using one or more of the following: Classic ASP, ASP.NET, HTML, VB, VBScript, XML, JavaScript, VB.NET, C#; previous system administration or design experience with Microsoft SQL, ORACLE or DB2; proven experience with PERL, and UNIX Shell Scripting; experience working with VMware and an understanding of other virtualization technologies; experience working with discovery tools such as BMC ADDM.

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 #203851
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #203851

-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: August 13, 2015

Post Until: Filled

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