

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

<b>Civil Service Title:</b> Computer Specialist (Software)	<b>Level:</b> 04
<b>Title Code No:</b> 13632	<b>Salary:</b> \$87,203/\$100,284 - \$115,000
<b>Business Title:</b> Dashboard Data Developer	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 204181	<b>Hours/Shift:</b> 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 Dashboard Data Developer reporting to the IT Services Division. Responsibilities will include: Develop and expand ITSM Operational Dashboards integrations with other types of data sources; continue the build out of DoITT Business Services; synthesize existing frameworks for interpreting and acting on available information; automate the capture, assessment, and utility of multi-source data; provide a single point of access and authentication to federated applications; unify existing web interfaces and create role-based views of application content; create data-driven dashboards that combine and tailor information for specific audiences; filter and focus on the relevant, critical information needed for effective decision-making; view and assess situations from multiple perspectives across multiple domains; achieve shared situational awareness of end-to-end operations; share targeted information securely among internal and external stakeholders; integrate new information and tools to adapt more quickly to emerging situations; planning, solution and design process with integration of baseline product capabilities; logical design that highlights data flows, security requirements and process flow; physical design that highlights required infrastructure components; focus on the installation and the configuration of the production environment; oversee the installation of service views and integrations with but not limited to Tivoli Netcool, BMC Remedy and other product management tools; onsite support, integration and deployment services for the dashboard tools and data sources; monitor the program's deliverables and make recommendations to implement and integrate additional monitoring capabilities to support new requirements and functionality; develop, direct and implement communication strategies to support program goals; analyze the effectiveness of the project and recommend changes as needed; execute technical discovery, design, and deployment of deliverables for the designated systems for Edge Technologies portal; conduct deep dive assessments and documentation of technical requirements, architecture designs, and configuration request forms, and operational run books; work closely with Dashboard Data Integration Manager, Operations teams and stakeholders to ensure efficient provisioning of seamless integration of data regardless of source (Server, Storage, Network, Database, Service Desk) to align with DoITT's requirements; prepare senior level technical reports for executive management; and manage special technology projects 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: 3+ years' of extensive technical background covering all aspects of system implementation and integration with an enterprise IT production environment; full knowledge of the Edge AppBoard and Edge enPortal products; 5+ years in the following: strong technical knowledge and understanding of web application coding and web designing using one or more of the following: HTML5, Flash, XML, JavaScript, previous system administration or design experience with Microsoft SQL, SQL queries, joins and lookups is mandatory; proven experience with PERL, and UNIX Shell Scripting a plus; experience working with VMware and an understanding of other virtualization technologies; experience working with discovery tools such as BMC ADDM, familiarity with BMC Remedy and the Remedy Gateway, BMC Atrium CMDB data model and asset classifications; familiarity with monitoring tools such as IBM Netcool and Quest NetIQ; ITIL v2/v3 Certified or PMP Certified a plus; experience in working for a large municipal government; familiar with IT Service Management disciplines such as Change Management, Asset Management,

**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](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 #204181  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #204181

-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 14, 2015

**Post Until:** Filled

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