

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

Civil Service Title: Computer Associate (Operations)	Level: 01
Title Code No: 13621	Salary: \$45,174 - \$51,950
Business Title: Network Field Technician	Work Location: Various locations throughout the five boroughs
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 205441	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 Network Field Technician reporting to the IT Services Division. Responsibilities will include: Support all Network Node environments for DoITT as well as all City agencies network nodes, remote user agency sites and wire centers throughout the five boroughs in order to maintain the health and integrity of the CityNet Network; support a platform of 450 clients and growing; test and troubleshoot communication equipment and software application equipment including Ethernet and fiber network connections for citywide data communications network and using the proper tools for repairs and installation; provide support of installation of all equipment and cabling: Cisco routers, switches, wireless optical, load balancers and various other types of network equipment which must be done in a professional manner; terminate copper and fiber communication links and Ethernet/IP troubleshooting as well as logging into routers, switches and media converters to verify settings and make the needed configuration changes; conduct routine walk-throughs of various network nodes/wire centers to ensure they are environmentally safe as well as check all network connections daily for alarms and/or alerts; review cabling infrastructure and its' integrity; perform full health/status checks for all data equipment and UPS units at user sites to ensure no alarms and verify UPS functionality; provide daily a clear and concise turnover log; create, update and maintain iWise/Remedy records; use DoITT standard network applications such as Netview, SecureCRT and Putty; monitor due dates of circuits orders and brings to the unit supervisors attention orders that are in jeopardy of missing due dates and/or are mission critical; upon receipt of circuit turn up documents, distributes to internal service support groups in a timely manner to ensure prompt installation; keep abreast of Remedy Cases generated against new circuits and escalate circuit installation problems to vendor carriers for correction; return tickets to internal support groups so that installations and line acquisitions can be completed; monitor the Outlook Inbox and ITSM/Remedy ticket queue, act as first line of contact for all trouble ticket issues, respond to customer requests, trouble tickets and other scheduled activities within the SLA requirements; analyze and report on network application alerts generated by the monitoring tools (Netcool, NetIQ, HP Open View, Site Watch and Performance Monitor); coordinate activities with local operations teams in different data centers for break-fix/hardware replacements; complete customer configuration maintenances including hardware modification, operating system installation, mounting of the devices within cabinets and completion of all cabling needs required; troubleshoot copper and fiber cabling including initial installation testing as well as connectivity issues with previously deployed copper or fiber cabling; and handle special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks;
or
2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above.

Preferred Skills

The successful candidate should possess the following: Regularly lift and/or move up to 49 pounds; and participate in group lifts for 50 pounds or more; minimum of 4-6 years relevant experience in network support environment; experience with and Understanding of network topography and protocols; experience with and Understanding of data center cooling/HVAC systems and equipment; experience with and Understanding of internet related technologies and protocols; A+, Network+, Security+, and certifications, knowledge or experience in highly recommended; respond effectively, verbally and in writing, to sensitive issues, complex inquiries or complaints; interact effectively with managers, clients, customers and the general public; high level of commitment to customer service to both co-workers and clients; experience writing technical methods of procedure; knowledgeable in communication equipment and software application equipment in order to test and troubleshoot; This will include Ethernet and fiber network connections for citywide data communications network and using the proper tools for repairs and installation; must be able to prioritize work in a fast paced, MTTR/SLA environment; previous experience or ability to show familiarity with building, repairing or upgrading hardware components required experience with incident reporting; be willing get to the root and discover the cause of issues, and be creative in solving them; demonstrate a strong sense of ownership and pride in your work; requires a valid NY State Driver's License; excellent phone and written communication skills; ability to handle multiple tasks and responsibilities; ability to follow through and bring closure to open incidents; ability to maintain professional demeanor under pressure like conditions.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #205441

For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #205441

-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.