

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

Civil Service Title: Computer Specialist (Operations)	Level: 00
Title Code No: 13622	Salary: \$69,253/\$79,641 - \$90,000
Business Title: Messaging and Collaboration Associate	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 209358	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	
<p>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.</p> <p>The successful candidate will serve as a Messaging and Collaboration Associate reporting to the IT Services Division. Responsibilities will include: Provide engineering operational solutions for messaging and collaboration tools; Exchange 2010/2013, enterprise vault for archived email, eDiscovery tools, Microsoft Lync 2010/2013, Blackberry BES and eFax; assist with the migration of users from existing exchange, archive and collaboration environments to upgraded/enhanced environments; coordinate and assist in the installation and decommissioning of messaging related servers; apply industry best practices in building/decommissioning servers; ensure quality assurance compliance in the Exchange and collaboration production environment; provide system reporting; review, analyze root cause, apply fixes and document solutions; maintain technical documents, diagrams, system books pertaining to Servers/Network/Mailflow; work with IT Service Management (ITSM) ITIL processes and guidelines for trouble ticketing and change management; and participate in special projects and initiatives as assigned.</p>	
Minimum Qualification Requirements	
<p>(1) A four-year high school diploma or its educational equivalent plus a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, one year of which must have been in a project leader capacity or as a major contributor on a complex project; -or -</p> <p>(2) A baccalaureate degree from an accredited college and four years of satisfactory, full-time experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project; -or-</p> <p>(3) A four-year high school diploma or its educational equivalent and five years of satisfactory, fulltime experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project; -or-</p> <p>(4) A satisfactory combination of education and/or experience which is equivalent to "1," "2," or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, gained since June, 1996, one year of which must have been in a project leader capacity or as a major contributor on a complex project.</p>	
<p>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 software development and maintenance, technical support, quality assurance (QA), hardware installation, or as an end user will not be accepted for meeting the minimum qualification requirements.</p>	
Preferred Skills	
<p>The preferred candidate should possess the following: 4+ years of technical server engineer/administrator experience; 2+ years server engineering/administrator experience on Exchange 2010/2013 server platform; VM platform experience; 3+ years expert experience with Exchange 2010/2013, Group Policy, Active Directory, Domain and Forest migrations and trusts, Microsoft Clustering, Shadow copy, TCP/IP, LDAP, HTTP, DHCP, WINS, DNS, Enterprise Vault, Virus Scanning Tools, Blackberry Server 5.x, and Microsoft Lync Server 2010/2013; 2+ years practical server support experience within a large-scale, complex environment; excellent written and verbal communication skills; excellent analytic, organization, presentation, customer service and facilitation skills; excellent problem solving skills; and the ability to handle multiple tasks under tight deadlines.</p>	
To Apply	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #209358 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #209358 -or-</p> <p>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</p>	
<p>SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
Posting Date: September 9, 2015	Post Until: Filled

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