

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

Civil Service Title: Computer Specialist (Operations)	Level:
Title Code No: 13622	Salary: \$69,253/\$79,641 - \$100,000
Business Title: Bluecoat Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 220564	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 Bluecoat Engineer reporting to the IT Services Division. Responsibilities will include:

- Serve as a technical resource for the Windows Security Team;
- Architect and support internet access for a Multi-Tenant environment and other related areas;
- Oversee all aspects of system integration, server, infrastructure, performance;
- Install, configure redundant systems as well as documentation related to, but not limited to, all of the above;
- Create specifications and technical documentation;
- Develop system and technical documentation for knowledge transfer for selected employees from internal units;
- Serve as a lead on Windows Security Issues - Bluecoat Proxy, FTP, Internal Projects and Complexed Issues;
- Document Bluecoat architecture within DoITT and troubleshooting steps;
- Manage the Bluecoat proxies, reporting server for all of DOITT and agency connections;
- Troubleshoot, update and resolve desktop issues relating to Bluecoat Internet proxy & Wintel hosting services;
- Troubleshoot problems w/ internet connectivity and ensure the environment is patched and up-to-date w/latest security patches;
- Support Clients Requests/issues (e.g. restore FTP files via NetBackup, application patching via change control);
- Support FTP connections;
- Create, manage and support all FTP connections via our FTP server;
- Adhere to all established change control procedures and policies;
- Follow up with customers after request completed successfully and documents it in ticketing systems;
- Fulfill and resolve client requests and issues in a timely manner;
- Perform special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college and four years of satisfactory full-time computer operations experience, one year of which must have been in a project leader capacity or as a major contributor on a complex project;
or
2. An associate degree from an accredited college and six years of satisfactory fulltime computer operations experience, one year of which must have been in a project leader capacity or as a major contributor on a complex project;
or
3. A four-year high school diploma or its educational equivalent and eight years of satisfactory full-time computer operations experience, one year of which must have been in a project leader capacity or as a major contributor on a complex project;
or
4. Education and/or 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 the four years of satisfactory full-time experience as described in "1", "2", or "3" above.

Preferred Skills

The successful candidate should possess the following:

- Excellent working knowledge of Microsoft Applications and Services (IIS 6.0, DNS/DHCP, WINS);
- Excellent working knowledge to deploy, install, configure and manage Blue Coat ProxySGs appliance for authentication services, granular policy development with the Visual Policy Manager (VPM), enable;
- Knowledge and experience with On-proxy content filtering, utilize custom logging features, plus reporting options for visibility into all web communications using Blue Coat Reporter;
- Understanding of Active Directory delegation and security models;
- Working knowledge VMware ESX or Hyper-V technology;
- Experience managing production Windows servers used to support multiple mission-critical initiatives;
- Working knowledge of Microsoft enterprise technologies such as SQL Server, Exchange, etc.;
- Advanced knowledge of Microsoft operating platforms and Office applications.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #220564
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #220564

-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: December 1, 2015

Post Until: Filled

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