

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

Civil Service Title: Computer Specialist (Operations)	Level:
Title Code No: 13622	Salary: \$69,253/\$79,641 - \$108,101
Business Title: Senior Portal Support Engineer	Work Location: Brooklyn, NY
Division/Work Unit: Application Development Management	Number of Positions: 2
Job ID: 224339	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 must be highly motivated and analytical with great communication and problem solving skills and will serve as a Senior Portal Support Engineer for NYC.gov of Information Technology (IT) systems and applications; reporting to the Application Development Management division.

Responsibilities will include:

- Perform hands-on work supporting the production and non-production J2EE Weblogic environments;
- Coordinate execution of break fixes in the production and non-production environments;
- Deploy releases in different environments (TST, STG and PRD);
- Provision users; Creating usage reports;
- Manage production incidents (detect, analyze, resolve and document incidents);
- Cross-team coordination for resolving production incidents for NYC.gov and CityShare;
- Work with Project Managers to determine timelines and project tasks;
- Engage with the development teams to provide production management support input for the design of new applications;
- Ensure deliverables from the development teams have proper information for deployment;
- Work with development team to ensure application code matches server software stacks and specifications;
- Work with development and QA teams in planning, documenting, coordinating and executing of operational readiness testing;
- Provide technical support to development and QA teams;
- Work with the compliance team and other key stakeholders to determine reporting and alerting needs;
- Prepare senior level technical reports for executive management;
- Keep systems patches up to date;
- Perform special IT projects and initiatives as assigned.

Minimum Qualification Requirements

(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, 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;

-or-
(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-
(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-
(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.

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.

Preferred Skills

The preferred candidate should have the following:

- 5+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier web applications;
- Strong understanding of Unix, Linux, and Windows Operating systems and their utilities;
- Proven background in the development and deployment of complex operational systems;
- Familiarity with any version-control tool like CVS or Subversion;
- Experience with application performance monitoring tools;
- Knowledge of JavaScript, HTML,XML, XSL and other internet technologies;
- Knowledge of scripting languages: Python or JAVA;
- Knowledge of automated deployment tools (ANT, JIRA, etc);
- Basic knowledge of Configuration Management tools (Chef, Puppet, etc);
- Basic BEA Weblogic 8.1, 9.2 Administration Skills;
- Strong knowledge of server and application architectures;
- Ability to work in cross functional teams to provide the best solution;
- Ability to handle multiple tasks under tight deadlines;
- Ability to effectively interface with technologists, business owners, and end-users;
- Demonstrate coordination; organization, creativity, flexibility, and strong analytical skills;
- Strong communication skills; both written and verbal;
- Experience with object oriented development using UML;
- Vignette Portal 7.3, 7.4 development experience;
- Database experience with Oracle 9i/10g;
- Experience with Sun Web Server and other J2EE application server such as Tomcat, JBOSS, WebSphere.

TO APPLY

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #224339
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #224339

-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: January 5, 2016

Post Until: Filled

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