

**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: Remedy Administrator for Public Safety IT Services	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 224446	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 Remedy Administrator for Public Safety IT Services reporting to the Division. Responsibilities will include: Handle all types of Incident, Changes or Requests to support Remedy, gather information from the users to provide recommendations as it relates to the Remedy applications; install, configure and customize Remedy applications; and implement integrations to Remedy applications; handle the maintenance of all foundation data as well as support upload procedures for asset data; develop, organize and maintain standard operational procedures (including regular maintenance requirements) and workflow processes and procedures for Remedy applications; perform regular maintenance duties to Remedy applications environment; create and maintain system and customization documentation for testing and validation of Remedy applications; develop, publish and maintain statistical and management reports; troubleshoot Remedy applications issues; work with the vendor, as necessary to resolve issues; and perform 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, 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>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;</p> <p>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;</p> <p>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 successful candidate should possess the following: 5- 8 years experience of solid foundation implementing and supporting Remedy applications; ability to work independently without intensive oversight; ability to take initiative on a regular basis finding ways to avoid problems proactively rather than just fixing them after the fact are required skills including workflow definition, foundation data maintenance, release upgrade maintenance, form and field definition skills for all Remedy modules, and understanding of user interaction; knowledge of ITIL best Practices frameworks (ideally, Foundations-certified); knowledge Six Sigma process.</p>	
To Apply	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #224446 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #224446</p> <p style="text-align: center;">-or-</p> <p style="text-align: center;">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 style="text-align: center;">SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
Posting Date: December 22, 2015	Post Until: Filled

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