

**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 - \$108,101
Business Title: VMware Support Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 226727	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 VMware Support Engineer reporting to the IT Services division. Responsibilities will include:

- Perform proactive monitoring to identify potential and/or problems and provide resolution;
- Manage and troubleshoot multiple large VMWare environments;
- Maintain VMWare related standards, policies and procedures;
- Manage and maintain all (EXSi) hosts environments;
- Manage and support VMware/Hyper-V infrastructure environments;
- Follow procedures in support and implement VMWare /Hyper-V best practices;
- Manage disaster recovery plans;
- Provide 24/7 support to resolve complex technical operational problems;
- Handle special 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 successful candidate should possess the following:

- VCP certification-VMware 5 Certification;
- 3 years of experience with in a related role in troubleshooting, analyzing and problem solving in successfully resolving issues with Windows virtual servers;
- Experience working Windows Servers 2003, 2008, 2008/R2 and 2012;
- Exchange and/or SQL experience;
- Knowledge of the basic understanding of TCP/IP network;
- Strong problem-solving and troubleshooting skills to resolve issues on all tiers;
- Experience in managing VMware VSphere environments;
- Experience in managing DNS, DHCP, Remote Desktop Session Host, DFS, and Microsoft Failover Clusters;
- Experience in VMWare (EXSi) support;
- Experience in Center Operations Manager, vCloud Suite, and SRM;
- Experience in VMware /RHEL recovery planning and implementation;
- Experience with Shell and/or PERL scripting a;
- Experience with VMWare NetBackup;
- Excellent communication skills, interpersonal and organizational skills.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #226727
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #226727

-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 29, 2015

Post Until: Filled

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