

**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 - \$90,000
Business Title: Customer Technology Liaison	Work Location: Brooklyn, NY
Division/Work Unit: Chief of Staff	Number of Positions: 1
Job ID: 226901	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.

This position is similar to the "Pre-Sales Engineer" role in the private sector. The Customer Technology Liaison (CTL) works closely with the Agency Relationship Managers (ARMs) to ensure that complex IT service requests include the technical details, business analysis and scope that accurately address customer needs, and fit within the range services DoITT offers. Customer agency requests may include network, infrastructure, hosted applications and software development. The work entails direct communication with technical staff at DoITT and the customer agencies.

The CTL will work closely with DoITT technical teams to gather the background information needed to define a technical solution and will guide the customer through DoITT project intake process. Where appropriate, the CTL recommend additional resources the customer will need, including infrastructure and staffing.

The successful candidate will serve as a Customer Technology Liaison reporting to the Agency Relationship Management unit within the Office of the Chief of Staff. Responsibilities will include:

- Work with agency clients to define how the components of the business applications relate to each other, and how the shared technology services will support the client business area;
- Proactively assist customers in scoping the technical solution required to address customer requirements, assesses customers' met and unmet needs, and recommends solutions that optimize value for both the customer and the City;
- Work with agency project managers and business owners to obtain buy-in for application and technology architecture decisions;
- Collaborate with Agency Relationship, engineering, and technical support resources to ensure proposed services include technical solutions that accurately address customer needs, and are appropriately supported by key customer technical decision-makers;
- Address client concerns and escalate all project issues appropriately and manage them to resolution;
- Gain customer acceptance by explaining or demonstrating cost reductions and operations improvements;
- Provide technical assistance and product education before and during the intake process;
- Produce service support material for other members of the Agency Relations team;
- Contributes to DoITT effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to technical solutioning; recommending options and courses of action to client;
- Make recommendations on aligning solutions to City and agency strategic roadmaps;
- Perform special technology 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 (Note: If you have a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, indicate the Name of the School, Number of Hours Completed, and the Date of Graduation in Section A.4 [Courses] on page 2 of the Education and Experience Test Paper).

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 ideal candidate is a generalist with a fluency in the technology behind enterprise computer systems. This includes hardware, software development, and the project life cycle. Candidates should have experience in technical solutioning, business analysis, IT architecture and writing technical specifications. Prior experience in technical sales may be helpful, but is not required.

The successful candidate should possess the following:

- Proven client management experience, especially as a pre-sales engineer or technical resource;
- A broad knowledge of enterprise technologies and solutions;
- At least 2 years of experience architecting complex large scale systems incorporating packaged and custom applications;
- Strong knowledge of application architectures, enterprise architecture, release methodologies, project management, technical support, production support, client/server applications, internet and intranet applications;
- Strong knowledge of operating systems (Solaris, Windows, etc), database platforms (Oracle, Microsoft, IBM, etc), desktop, mobile, and web platforms and application frameworks (Java, .NET, etc), content managers, portal products, application integration, SOA, development methodologies and environments;
- Knowledge of cloud concepts and solutions for IaaS, PaaS and SaaS;
- Demonstrated experience working with technical and non-technical staff;
- Knowledge of enterprise network security concepts and tools;
- Outstanding collaboration and team building skills;
- Strong written and verbal communication skills;
- Ability to manage multiple tasks under tight deadlines;
- Ability to interface with executive level management and give senior level presentations.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #226901
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #226901

-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

Posting Date: February 3, 2016

Post Until: Filled

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