

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

<b>Civil Service Title:</b> Computer Specialist (Operations)	<b>Level:</b>
<b>Title Code No:</b> 13622	<b>Salary:</b> \$69,253/\$79,641 - \$108,101
<b>Business Title:</b> Application Support Specialist	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> Application Development Management	<b>Number of Positions:</b> 2
<b>Job ID:</b> 232360	<b>Hours/Shift:</b> 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 an Application Support Specialist for NYC.gov of Information Technology (IT) systems and applications; reporting to the Application Development Management division.

Responsibilities will include:

- Provide expertise for Content Management solutions using Interwoven technologies;
- Design and develop TeamSite workflows based on the business process requirements;
- Develop TeamSite templates and forms;
- Develop custom components where applicable;
- Support and maintain existing applications when bugs are found or enhancements are needed' Design new components and applications with the Interwoven Architect;
- Work with the interwoven team to resolve issues/requests and escalate issues when appropriate;
- Work supporting the production and non-production TeamSite Interwoven environments;
- Deploy static content into different environments (TST, STG and PRD);
- Provisioning users and create usage reports;
- Manage production incidents (detect, analyze, resolve and document incidents);
- 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 using TeamSite Content Management;
- Ensure deliverables from the development teams have proper information for deployment;
- Provide technical support to development and QA teams;
- Keep systems patches up to date;
- Perform 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 preferred candidate should possess the following:

- 4+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier content management system;
- Proven background in the development and support of complex operational systems;
- Familiarity with any version-control tool like CVS or Subversion;
- 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;
- Ability to see tasks through to completion without significant guidance;
- Strong communication skills, both written and verbal;
- Ability to work well with technical and non-technical resources;
- 3-5 years experience in Perl/CGI/PHP, JavaScript & HTML development;
- Proven Experience with Interwoven TeamSite, LiveSite, OpenDeploy, and DataDeploy;
- Knowledge of Sun Solaris (or similar Unix operating system);
- Database experience in Oracle (or similar RDMS) & the SQL language;
- Strong knowledge of XML;
- Experience with Java & Web Services.

**To Apply**

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #232360  
 For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #232360

-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:** February 24, 2016

**Post Until:** Filled

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