

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

<b>Civil Service Title:</b> Computer Specialist (Software)	<b>Level:</b> 04
<b>Title Code No:</b> 13632	<b>Salary:</b> \$89,383/\$102,791 - \$115,000
<b>Business Title:</b> Senior Exchange Engineer	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 3
<b>Job ID:</b> 242851	<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 Senior Exchange Engineer reporting to the IT Services Division. Responsibilities will include: Proficiently maintain, monitor, and troubleshoot email issues while identifying and implementing service improvements in an environment with multiple Exchange Organizations with 100,000 mailboxes; follow ITIL processes for Incident, Problem, and Change Management as part of the defined support model; work across global support teams and manage responsibilities for enterprise projects; oversee and manage the City's hosted mail and messaging systems (Microsoft Exchange2010 /2013); apply the concepts of appropriate standard methodologies and best practices; oversee and perform upgrades, backup/recovery, security, virus protection, spam protection, registry, active directory, editing, system implementation, performance monitoring and problem solving for project execution in a large, complex environment; perform strategic planning, functional management, and deployment of client software for mail integration; develop and coordinate training and service delivery for the Exchange messaging system; create, manage and update the existing Exchange/AD systems, disaster recovery and related documentation; prepare senior level technical reports for executive management; and oversee special technology projects and initiatives as assigned.

**Minimum Qualification Requirements**

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project;

or

(2) A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project;

or

(3) A satisfactory combination of education and experience that is equivalent to (1) or (2) above. College education may be substituted for up to two years of the required experience in (2) above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience 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 operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

**Special Note:** To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

**Preferred Skills**

The preferred candidate should possess the following: At least 8 years' experience as a lead Microsoft Exchange administrator; in-depth knowledge of messaging systems, system administration in Exchange including in depth knowledge of Exchange 2010 and O365; strong knowledge of Exchange integration with Active Directory, strong technical documentation and project leadership skills; strong Powershell scripting, MCSE in Messaging, Solid technical knowledge of advanced Microsoft Exchange 2010 and O365, Windows 2012, Enterprise Vault Understanding on compliance related to email; such as eDiscovery, Archiving with retention policies, litigation.

**To Apply**

Special Note: Taking and passing civil service exams are necessary to maintain employment with the City of New York. Please check the Department of Citywide Administrative Services (DCAS) website ([http://www.nyc.gov/html/dcas/html/work/exam\\_monthly.shtml](http://www.nyc.gov/html/dcas/html/work/exam_monthly.shtml)) for important exam filing information. Please ensure that you are either a permanent employee in the civil service title listed on this posting, or, that you file for the examination when there is an open filing period. For more information regarding the civil service process, please visit the DCAS website at: <http://www.nyc.gov/html/dcas/html/work/work.shtml>

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #242851  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #242851

-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:** June 14, 2016

**Post Until:** Filled

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