

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

<b>Civil Service Title:</b> IT Infrastructure Engineer	<b>Level:</b>
<b>Title Code No:</b> 06796	<b>Salary:</b> \$75,000 - \$102,000
<b>Business Title:</b> Infrastructure Build Coordinator	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 246934	<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.
<b>Job Description</b>	
<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 an Infrastructure Build Coordinator reporting to the IT Services Division. Responsibilities will include: Organize operations tasks between operations groups to ensure on-time completion of agency/internal build requests; meet with technical operations teams and Infrastructure Liaisons on technical requirements and operational handoff needed to perform build tasks; organize documentation pre and post build to relate to customers once build is complete as well as handing over run books to the DoITT Operation teams; manage multiple builds from Infrastructure Liaisons handoff to customer handoff; coordinate scheduling of builds in the Solutioning, On Deck, Build and Stabilization (Operational handoff) phases; ensure that objectives including build requests are met and business expectations are exceeded; meet with operational and engineering team managers to discuss upcoming and in-flight builds as well as improvements to the build process; ensure that systems, processes and methodologies are followed to provide effective service delivery; responsible for ticket/project allocation, quality, metrics and reporting; and perform special projects and initiatives as assigned.</p>	
<b>Minimum Qualification Requirements</b>	
<p>1. A baccalaureate degree from an accredited college and four years of satisfactory full-time experience related to the projects and policies required for the particular position; -or- 2. Education and/or experience which is equivalent to "1" above.</p>	
<b>Preferred Skills</b>	
<p>The successful candidate should possess the following: Project management skills pertaining to large, enterprise environments; fundamental technical knowledge of Windows, Linux, and Unix operating systems; DNS; Networking and Firewall; Oracle and SQL databases; storage, backup and monitoring systems; written and verbal communication skills, customer services skills, trouble shooting and problem solving skills; ability to manage multiple tasks and projects under tight deadlines.</p>	
<b>To Apply</b>	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities &gt; Careers, and search for Job ID #246934 For all other applicants, please go to <a href="http://www.nyc.gov/jobs/search">www.nyc.gov/jobs/search</a> and search for Job ID #246934 -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</p>	
<p>SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
<b>Posting Date:</b> July 11, 2016	<b>Post Until:</b> Filled

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