

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

Civil Service Title: IT Automation and Monitoring Engineering	Level: 00
Title Code No: 06795	Salary: \$75,000 - \$115,000
Business Title: Monitoring Engineer, Netcool	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 247524	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	
<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 a Monitoring Engineer, Netcool reporting to the IT Services Division. Responsibilities will include: Serve as technical expert and support Netcool environment; perform hands-on design and implementation, configuration, design and execution of correlation rules for alerts; plan and implement module upgrades; diagnose and resolve incidents and implement appropriate corrective actions for known errors; troubleshoot performance issues; oversee ongoing status of any incident and their corresponding problem record to ensure that identified problems are addressed and resolved; respond to and closely coordinate incident resolution and ongoing resolution status of all support requests for Netcool; develop and implement monitoring policies and standards for allocation related to the use of computing resources for various technologies such as VMs, Unix, Linux, Window servers, Network devices and applications; configure, design and implement correlation rules for alerts; work with Netcool ITNM to establish root cause alerts; ensure devices are discovered and also removed from the topology models; manage ticket creation and/or relationships for root cause and symptomatic events; and perform special projects and initiatives as assigned.</p>	
Minimum Qualification Requirements	
<p>1. A Baccalaureate degree from an accredited college and 4 years of satisfactory full-time experience in IT automation and engineering related to the area(s) required by the particular position;</p> <p>or</p> <p>2. Education and/or experience which is equivalent to "1" above.</p>	
Preferred Skills	
<p>The successful candidate should possess the following: Strong experience required (5 years) with following or similar tools: fault and performance monitoring and reporting tools such as IBM Netcool Omnibus, Netcool ITNM, Netcool TBSM, Netcool Impact; engineering experience within a large-scale, complex manager of manager (MoM) type monitoring environment and the ability to put in place an end- to end proactive event management solution; exposure to service Management/ITIL framework and concepts (Incident, Change, Asset Management); proven demonstrated troubleshooting skills (3 years); highly skilled in the implementation, integration, testing and support of distributed applications; experience with the setup, management, and optimization of servers, applications and/or databases (3 years); successful system administration and maintenance in a large enterprise environment; an understanding of web application coding built using one or more of the following: Classic ASP, ASP.NET, HTML, VB, VBScript, XML, JavaScript, VB.NET, C#, would be a plus; previous system administration or design experience with Microsoft SQL, ORACLE or DB2 is a plus; proven experience with PERL, and UNIX Shell Scripting; experience with integration and understanding of event streams in Element Management Systems such as NetIQ, AppsDynamic, Dynatrace, track; extensive IBM Netcool suite experience - Modules include Omnibus, ITNM/Precision, Impact, TBSM, TIP and Probes; experience working with VMware and an understanding of other virtualization technologies; experience working with discovery tools such as BMC ADDM, BMC Remedy and the Remedy Gateway, BMC Atrium CMDB.</p>	
To Apply	
<p>For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #247524 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #247524</p> <p style="text-align: center;">-or-</p> <p style="text-align: center;">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 style="text-align: center;">SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
Posting Date: July 18, 2016	Post Until: Filled

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