

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

Civil Service Title: Computer Specialist (Operations)	Level:
Title Code No: 13622	Salary: \$69,253/\$79,641 - \$105,000
Business Title: VMWare/Citrix Support Engineer – Night Shift	Work Location: Various agency locations throughout NYC
Division/Work Unit: IT Services	Number of Positions: 3
Job ID: 250692	Hours/Shift: NIGHTS - 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 a VMWare/Citrix Support Engineer reporting to the IT Services Division.

Responsibilities will include:

- Serve as a technical resource for the Windows Server Team;
- Troubleshoot Windows 2003/2008/2012 Enterprise Server environment for all DOITT locations;
- Oversee virtual systems;
- Perform VMWare troubleshooting, analyzing and problem solving with virtual systems, including supporting vMotion, ha events and EXSi host issues;
- Perform Citrix and Citrix farms troubleshooting, analyzing and problem solving;
- Provide support for DOITT proper and emergency support for PSAC 2 as per blended model;
- Oversee all aspects of system integration, server, infrastructure, performance;
- Install, configure redundant systems as well as documentation related to, but not limited to, all of the above;
- Support the Windows systems, in several environments - staging, development, production and disaster recovery; support add-ons and modifications to existing servers both physical and virtual servers;
- Support Clients Requests/issues (e.g. restore FTP files via NetBackup, application patching via change control);
- Follow up with customers after request completed successfully and documents it in ticketing systems.
- 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:

- VCP certification-VMware 5 Certification;
- 3+ years of practical server experience within a large-scale complex environment;
- Experience with Windows 2003/2008/2012 servers;
- Active Directory, Group Policy; Microsoft Clustering; TCP/IP; LDAP; HTTP; DHCP; WINS; DNS;
- Remote Installation Services;
- Experience in troubleshooting, analyzing and problem solving in successfully resolving issues with Windows; Virtual servers;
- Experience working Windows Servers 2003, 2008, wo08/R2 and 2012; exchange and/or SQL;
- Knowledge of the basic understanding of TCP/IP network;
- Strong problem-solving and troubleshooting skills to resolve issues on all tiers;
- Experience in managing VMware VSphere environments;

- Experience in managing DNS, DHCP, Remote Desktop Session Host, DFS, and Microsoft Failover Clusters;
- Experience in VMWare (EXSi) support; experience in Center Operations Manager, vCloud Suite, and SRM;
- Experience in VMware /RHEL recovery;
- Planning and implementation; Experience with Shell and/or PERL scripting a plus;
- Experience with VM. Experience in managing VMWare VSphere environment;
- Knowledge and experience with Citrix and Citrix farms;
- Ability to adhere to all established change control procedures and policies;
- Excellent organizational skills as well as oral and written communications skills;
- Knowledge and experience working with ticket based systems, such as Remedy;
- Experience in working with monitoring tools such as NetIQ/APP Manger;
- Microsoft SSCM;
- Ability to handle multiple tasks under tight deadlines.

To Apply

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #250692
 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #250692

-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: August 5, 2016

Post Until: Filled

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