

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

<b>Civil Service Title:</b> Certified IT Administrator (WAN)	<b>Level:</b> 04
<b>Title Code No:</b> 13642	<b>Salary:</b> \$89,383/\$102,791 - \$120,000
<b>Business Title:</b> Monitoring Engineer	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 2
<b>Job ID:</b> 223406	<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 a Monitoring Engineer reporting to the IT services Division working primarily on the City's Emergency Communications Transformation Program (ECTP). Responsibilities will include:

- Build, implement and support the monitoring environment;
- Perform agent migration, module upgrade planning and implementation;
- Diagnose and resolve incidents and implement appropriate corrective actions for known errors;
- Troubleshoot performance issues of agents, track 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 monitoring;
- Develop and implement monitoring policies and standards for allocation related to the use of computing resources for the Public Safety systems for various technologies such as VMs, Unix, Linux, Window servers and applications;
- Configure, design and implement correlation rules for alerts based on Public Safety best practices;
- Perform event streams analysis from various Element Management Systems (Netscout);
- 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;
- Deploy and maintain network monitoring technologies throughout the enterprise in order to achieve DOITT's goals and objectives;
- Work closely with network design engineers to architect monitoring points that effectively capture traffic flows;
- Perform special projects and initiatives as assigned.

**Minimum Qualification Requirements**

**Must possess one of the following professional vendor certifications:**

- IBM Certified Deployment Professional ( Tivoli Netcool/Omnibus or Tivoli Netcool/Impact)
- IBM Certified Professional – Tivoli Netcool/Omnibus
- Netscout Certified Specialist
- Netscout Certified Expert (NCE)
- RHCE - Redhat Certified Engineer
- RHCA - Redhat Certified Architect
- RHCSA - Redhat Certified System Administrator

**In addition, must possess the following:**

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in wide area network planning, design, configuration, installation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management; or
2. A four-year high school diploma or its educational equivalent and six years of satisfactory full-time (not classroom based) information technology experience of which at least 2 years must have been as described in "1" above; or
3. A masters degree in computer science or a related field from an accredited college may substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time information technology experience as described in "1" above.

**Preferred Skills**

The successful candidate should possess the following:

- 5-8 years of strong experience in event/fault and performance monitoring and reporting in at least one of the following tools:
- Implement nGenius Performance Manager software and enroll appliances into NetScout main console, Netscout Newspaper for web based reporting.
- AppManager QDB Repositories, AppManager Management Servers, AppManager Control Center, AppManager Performance Profiler, AppManager Analysis Center, NetCool Connector, NetIQ;
- Netcool Omnibus, Netcool ITNM, Netcool TBSM, Netcool Impact, comprised of object servers, probes, gateways.
- Engineering experience within a large-scale, complex MoM type monitoring environment and the ability to put in place an End- to End Proactive Event management solutions for Public Safety Organizations;
- Experience diagnosing and resolving incidents and where possible, implement appropriate corrective actions for known errors;
- IT Service Management/ITIL framework and concepts (Incident, Change, Asset Management);

- Highly skilled in the implementation, integration, testing, troubleshooting and support of these monitoring tools(5 years);
- Experience in setting up monitoring profiles, polling policies and thresholds;
- Experience executing detailed network discovery, device monitoring, topology visualization, and root cause analysis (RCA) capabilities;
- Knowledge of Syslog / SNMP Trap Forwarding Configuration Template;
- Proven experience with VBScript, XML, JavaScript, VB.NET, C#, PERL, and UNIX Shell Scripting would be a plus;
- Experience working with zLinux, Red Hat, Suse Linux, VMWare and an understanding of other virtualization technologies;
- Experience working with discovery tools such as BMC ADDM and Netcool ITNM;
- TCP/IP, SNMP, Netflow, VoIP;
- Various topologies, LAN, WAN \(\MPLS, Frame, ATM);
- Trend analysis concepts;
- Security concepts;
- Network infrastructure concepts;
- Network General knowledge;
- HP/OV, IBM Tivoli, EMC SMARTS, ArcSight a plus;
- Network performance management;
- Fault/Alert management concepts;
- nGenius product experience is an advantage;
- Operating systems - Linux

**To Apply**

**Special Note: Taking and passing the Certified IT Administrator (LAN/WAN) civil service exam will be necessary to maintain employment with the City of New York. Filing for this exam is tentatively scheduled for May 2016. 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)) at that time for important filing information. 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 #223406  
 For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #223406

-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:** December 24, 2015

**Post Until:** Filled

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