

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

Civil Service Title: IT Automation and Monitoring Engineer	Level:
Title Code No: 06795	Salary: \$75,000 - \$115,000
Business Title: Dashboard Data Developer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 243128	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

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 Dashboard Data Developer reporting to the IT Services division. Responsibilities will include: Develop and expand ITSM Operational Dashboards integrations with other types of data sources; continue the build out of DoITT Business Services; synthesize existing frameworks for interpreting and acting on available information; automate the capture, assessment, and utility of multi-source data; provide a single point of access and authentication to federated applications; unify existing web interfaces and create role-based views of application content; create data-driven dashboards that combine and tailor information for specific audiences; filter and focus on the relevant, critical information needed for effective IT operation decision-making; view and assess IT event situations from multiple perspectives across multiple domains; create dashboards that achieve shared situational awareness of end-to-end IT operations; share targeted information securely among internal and external stakeholders; rapidly integrate new information and tools to adapt more quickly to emerging situations; planning, solution and design process with integration of baseline product capabilities; logical design that highlights data flows, security requirements and process flow; physical design that highlights required infrastructure components; focuses on the installation and the configuration of the production environment; installation of service views and integrations with but not limited to Tivoli Netcool, BMC Remedy and other IT Service Management tools; onsite support, integration and deployment services for the dashboard tools and data sources; familiar with IT Service Management disciplines such as Change Management, Asset Management, Incident and Problem Management, SLA Management and Configuration/Release Management; monitoring the program's deliverables and making recommendations to implement and integrate additional monitoring capabilities to support new requirements and functionality; developing, directing and implementing communication strategies to support program goals; analyzing the effectiveness of the project and recommending changes as needed; preparing senior level technical reports for executive management; and managing special technology projects as assigned.

Minimum Qualification Requirements

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;
- or
2. Education and/or experience which is equivalent to "1" above.

Preferred Skills

The successful candidate should possess the following: 5+ years' experience in SQL development and web development a must and will be responsible for executing technical design, configuration and deployment deliverables for the designated systems of the Edge Technologies Portal; full knowledge of the Edge AppBoard and Edge enPortal products; the ability to conduct deep dive assessments and documentation of technical requirements, architecture designs, and configuration, maintain operational run books; the ability to work closely with Dashboard Data Integration Manager, Operations teams and stakeholders to ensure efficient seamless integration of data regardless of source (Server, Storage, Network, Database, Service Desk) to align with DoITT's requirements; extensive technical background covering all aspects of system implementation and integration with an enterprise IT production environment; 3+ years in the following: strong technical knowledge and understanding of web application coding and web designing using one or more of the following: HTML5, Flash, XML, JavaScript, familiarity with JDBC, Web services and 3rd party tool APIs previous system administration or design experience with Microsoft SQL, expert in writing SQL queries, joins and lookups is mandatory; proven experience with PERL, and UNIX Shell Scripting a plus; experience working with VMware and an understanding of other virtualization technologies; experience working with discovery tools such as BMC ADDM, familiar with BMC Remedy and the Remedy Gateway, BMC Atrium CMDB data model and asset classifications; familiarity with monitoring tools such as IBM Netcool and NetIQ; ITIL v3 Foundation Certified a plus; experience in working for a large municipal government agency. Possession of a Microsoft Certified Systems Associate – SQL Server 2012 vendor certification is preferred.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #243128
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #243128

-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 21, 2016	Post Until: Filled
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The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.