

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

<b>Civil Service Title:</b> Computer Specialist (Operations)	<b>Level:</b>
<b>Title Code No:</b> 13622	<b>Salary:</b> \$71,330/\$82,030 - \$97,571
<b>Business Title:</b> Senior Optical Network Specialist	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 265810	<b>Hours/Shift:</b> 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 Senior Optical Network Specialist reporting to the IT Services Division.

Responsibilities will include:

- Responsible for the installation, maintenance, troubleshooting and monitoring of Optical Network and telecommunications related equipment and circuits, in both technical facilities as well as client locations. This includes but not limited to; transport systems, management devices, dark and lit fiber, structured cable systems. etc;
- Interface and work with various carriers and vendors in a professional manner, efficient and productive manner;
- Test equipment and diagnostic procedures for all Optical Network and telecommunications related equipment, including all transport medium; dark fiber, DS1 10G;
- Provide detail test analysis and problem determination in accordance with industry standard procedures and vendor specifications;
- Make necessary updates to various systems and databases as required;
- Initiate a remote hands/WebEx troubleshooting session as required with various support groups, vendors and team members;
- Complete periodic maintenance on all network, telecommunications, and other installed equipment. Identifies any potential risks both technical and physical;
- May be required to perform additional duties and assume a lead role to ensure network reliability, client satisfaction and departmental goals;
- Provide project management as required;
- Provision various circuit types and wavelengths;
- Provision all network circuits DS 10G, Fiber Channel, Wavelengths, Layer 1 and 2;
- Provide a point of escalation as necessary to resolve network issues;
- Keep manager/supervisor abreast of all situations which requires escalation or pose a network risk;
- Provide second level support as necessary to resolve network issues;
- Keep manager/supervisor abreast of all situations which requires escalation or pose a network risk;
- Provide supervisory direction as necessary to less senior associates;
- Represent Optical Support in operational and vendor meeting;
- Work with various vendor and telecom providers to resolve maintenance and installation issues, serve as a point of contact for escalations and drive resolution as required
- 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:

- Advanced knowledge of optical time-domain reflectometer (OTDR);
- Expert knowledge of optical time-domain reflectometer (OTDR) and interpretation of test results;
- Advanced knowledge of Outside Plant Designs;
- Advanced knowledge of various circuit test equipment DS1 -10G;
- Expert knowledge of circuit test equipment DS1 -10G, this includes problem identification and resolution;
- Experience in isolating network problems on OP network devices, switches, routers etc;
- Advanced knowledge of fiber cabling, patch panels, structured cabling design and engineering;
- Advanced knowledge of network management systems;
- Experience in creating reports, process and procedure documentation as required;
- Advanced knowledge of all available network management systems, tickets systems and related databases;
- Work knowledge of Microsoft Office applications;
- Advanced knowledge of optical network transport, management systems and telecommunications equipment;
- Possess and maintain a valid driver's license;
- Capable of traveling as required via mass transit or provided transportation with all necessary equipment to all five boroughs and DR sites as necessary;
- Ability to work varied shifts/days and overtime in accordance with the needs of the agency;
- Ability to lift 49lbs. Participate in group lift of 50lbs or more.

**To Apply**

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #265810  
 For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #265810

-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

**Posting Date:** October 6, 2016

**Post Until:** Filled

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