

BOARD OF CORRECTION

CITYWIDE JOB VACANCY NOTICE

Civil Service Title: Computer Specialist (Software)	Level: 3
Title Code No: 13632	Salary: \$89,509-\$102,936
Agency Title: IT Systems Support Engineer	Work Location: Downtown Manhattan offices and Riker's Island office
Hours/Shift: Full-Time, 35 hrs/wk	Number of Positions: 1

About the New York City Board of Correction

The New York City Board of Correction (BOC) is a nine-person, non-judicial oversight board, which regulates, monitors, and inspects the correctional facilities of the City. Established in 1957, BOC is one of the earliest independent oversight boards of custodial and detention settings in the United States. The Mayor, City Council and presiding justices of the Appellate Division of the Supreme Court for the First and Second Judicial Departments (in joint nomination with the Mayor) appoint its members. The City Charter mandates the Board's five functions:

- Establish and ensure compliance with minimum standards for the care, custody, correction, treatment, supervision, and discipline of all persons held or confined under the jurisdiction of the Department of Correction;
- Investigate serious incidents;
- Review grievances from inmates and staff;
- Evaluate the performance of the Department of Correction; and,
- Make recommendations on areas of key correctional planning.

The Board established the Minimum Standards on jail conditions in 1979, on mental health care in 1985, and on health care in 1991. In 2007, BOC finished a comprehensive review of the Minimum Standards and adopted a series of amendments. In 2015-2016, the Board promulgated rules codifying ground-breaking criminal justice reforms. This included the City's ending of punitive segregation for 16-21year olds and individuals with serious physical/mental health disabilities. In late 2016, the Board enacted a new chapter of its Minimum Standards that are based on national standards underlying the federal Prison Rape Elimination Act (PREA). These new rules require action which is specifically tailored to detecting, preventing and responding to sexual abuse and sexual harassment in the City's jails. Recently, BOC commenced rulemaking on restrictive housing and going forward, will update its Mental Health Minimum Standards.

Over the past two years, to expand its research, monitoring and rule-making efforts, the Board has nearly doubled its annual budget (currently \$3 million) and its staff (currently 28, with planned expansion to 38). With offices in lower Manhattan and Rikers Island, BOC works regularly with the Department of Correction and Health + Hospitals, and often with other government and external partners, on a wide variety of criminal justice issues germane to its oversight responsibilities. The Board brings to this work a strong emphasis on data-sharing, data-driven

decision making and public reporting. In keeping with major reforms occurring at the national, state and local level, the Board recently re-envisioned its mission: to carry out independent oversight and enact regulation in support of safer, fairer, smaller and more humane jails.

Job Description

The IT Systems Support Engineer is a mid-level position and critical team member. The Engineer will be supervised by the Director of Information Technology and support data integration, desktop operations, and software (computer and telephone) operations.

The Engineer's responsibilities will include:

- Monitoring, troubleshooting, diagnosing and resolving database, application and workstation operations.
- Organizing and monitoring data feeds from multiple sources and in multiple formats
- Organizing and monitoring scheduled reports
- Installing, updating and troubleshooting workstations, printers, telecommunications software
- Monitoring support tickets with the Department of Information Technology and Telecommunications (DoITT) and coordinating with BOC employees.
- Installing and setting up new equipment in BOC's downtown and Rikers Island offices.
- Maintaining inventory of agency's physical assets
- Performing database queries to support agency staff.
- After hours software maintenance when necessary

Minimum Qualification Requirements:

*Candidates Must Have a Permanent Computer Specialist (Software) Title-or-Reachable on the current Computer Specialist (Software) list

* Interested applicants with similar permanent titles who meet the preferred requirements should also submit a resume for consideration

1. A baccalaureate degree from an accredited college, including or supplemented by 24 semester credits in computer science or a related computer field and two years of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, maintenance and support, systems programming, data communications, mainframe development, mobile development, web development and design, including one year in a project leader capacity or as a major contributor on a complex project; or
2. A four-year high school diploma or its educational equivalent and six years of satisfactory full-time computer software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project; or
3. Education and/or experience equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that 60 semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field, or a certificate of at least

625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of the required experience in "1" or "2" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience in a project leader capacity or as a major contributor on a complex project.

Experience/Skills Strongly Preferred

- Proficient in MS Office products such as Word, Excel and Outlook and Powerpoint
- Ability to troubleshoot user issues and provide training to staff
- Working knowledge of relational databases in general and SQL Server in particular
- Familiarity with HTML
- Familiarity with T-SQL
- Familiarity with ASP.NET, IIS, and general Web Development concepts
- Familiarity with PaaS based services such as Azure, AWS, and Google Cloud
- Familiarity with at least one programming language such as Python, VB .NET, JavaScript, etc.
- Familiarity with client/server, relational databases and computer operational concepts
- Ability to handle confidential and sensitive information in a professional manner with discretion and integrity
- A valid driver's license
- Ability to work independently
- Strong organization skills
- Commitment to problem-solving approaches and creating efficiencies
- Interest in the Board of Correction's mission and mandate

Any of the following certifications is preferred:

- Microsoft Dynamics Customization and Configuration
- Microsoft Technology Associate (MTA)
- Microsoft Certified Solutions Developer (MCSD)
- Oracle Certified Professional, Java SE Programmer
- Salesforce Advanced Developer
- .Net Middle Tier Developer
- API Development
- Application Development
- Back-end Application Development
- Browser-Based Client-side Development
- Business Intelligence Analysis
- Business Intelligence/Analytics Systems Administration
- Business Intelligence/Analytics Systems Development
- Configuration Management Development
- COTS Implementation Project Management
- CRM Solutions Design
- CRM Systems Administration

- Database Development
- Front-End Development
- Integration Development
- Mobile Application Development
- Script Development
- Windows Desktop Engineering
- Windows Systems Administration

To Apply:

For City employees: Go to Employee Self-Service (ESS)-www.nyc.gov/ess and search for Job ID#387034

If selected, candidates may be asked to complete a brief skill-based test at their interview.

Please submit a resume and cover letter. A writing sample will be requested if you are contacted for an interview.

Please indicate in your cover letter where you learned of this career opportunity.

POST DATE: March 14, 2019	POST UNTIL: filled	JVN: 387034
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Appointments are subject to Office of Management and Budget approval.

The New York City Administrative Code requires an employee in this title to establish city residence within 90 days of entering City service and to remain in compliance with the city residence requirement as a condition of employment.