

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

Civil Service Title: Computer Associate (Operations)	Level: 02
Title Code No: 13621	Salary: \$55,556/\$63,889 - \$75,794
Business Title: Senior Network Field Operations Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 240462	Hours/Shift: Due to the necessary technical duties of this position in a 24/7 operation, candidate may be required to be on call and/or 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 Network Field Operations Engineer reporting to the IT Services division. Responsibilities will include: Oversee the installation, maintenance, troubleshooting and monitoring of network and communications equipment in both technical facilities as well as client locations, including but not limited to, switches, routers, UPS systems, CSU's and structured cable systems (fiber patch panels, Ethernet patch panels); take the lead technical role on various projects and provide guidance for junior level technicians; create reports, correspondence and dashboard presentations for unit and executive level personnel; increase the effectiveness and efficiencies of the entire Network Field Ops organization by attending workshops, training and seminars and must be prepared to share the same with the Network Field Ops unit; provide assistance to junior level technicians; complete periodic maintenance on all network, telecommunication, UPS and other installed equipment; perform monthly site health checks; coordinate the testing and turn up of service with all involved clients and providers until the customer's service is up and working; provide a point of escalation as necessary to resolve any and all network issues; perform additional duties as the lead technician to ensure network reliability, client satisfaction and departmental goals; perform diagnostics on network and telecommunications equipment, this includes all transport medium; dark fiber, DS1 - 10G; and perform special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks;
or
2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above.

Preferred Skills

The successful candidate should possess the following: Ability to lead meetings in a professional manner; ability to Build and foster a positive team environment; ability to work with minimum or no supervision; advanced working knowledge of various test equipment t (ie; fiber optic light metric source, OTDR, EXFO, 4 pair tester and circuit level test equipment); familiarity with industry standard procedures and vendor specifications; advanced working knowledge of all available network management systems & tracking systems; work in a remote hands/WebEx capability as required with various support groups, vendors and senior personnel; knowledge of Microsoft Office applications (Word, Excel, PowerPoint, Office); maintain valid driver's license; excellent customer service skills; ability to travel as required via mass transit with all the necessary equipment; should be a self-starter, keep detailed notes and documentation; the ability to lift equipment up to 49 lbs. and participate in group lifts of 50 lbs. or more. Cisco Certification a plus.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #240462
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #240462

-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 1, 2016	Post Until: Filled
-----------------------------------	---------------------------

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