

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

Civil Service Title: IT Automation and Monitoring Engineering	Level:
Title Code No: 06795	Salary: \$75,000 - \$120,000
Business Title: Edge Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 249577	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	
<p>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.</p> <p>The successful candidate will serve as an Edge Engineer primarily for the Emergency Communication Transformation Program (ECTP) reporting to the IT Services division. Responsibilities will include: Develop, implement 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 decision-making; view and assess situations from multiple perspectives across multiple domains for PSAC1 and PSAC2; achieve shared situational awareness of end-to-end operations; share targeted information securely among PSAC stakeholders; rapidly integrate new information and tools to adapt more quickly to emerging situations; create logical designs that highlight data flows, security requirements and process flow; create physical designs that highlight required infrastructure components; focus on the installation and the configuration of the Dashboard tool's production environment; oversee the installation of PSAC business service views and integrations with but not limited to Tivoli Netcool, BMC Remedy and other ITSM management tools; provide onsite support, integration and deployment services for the dashboard tools and data sources; utilize IT Service Management disciplines such as Change Management, Asset Management, Incident and Problem Management, SLA Management, Configuration and Release Management; utilize Configuration Management of the IT assets in the CMDB for the build out of the asset relationships; conduct deep dive assessments and documentation of technical requirements, architecture designs, configuration, and operational run books; work closely with Dashboard Data Integration Manager at DoITT, PSAC Operations teams and stakeholders to ensure efficient provisioning of seamless integrations of data regardless of source (Server, Storage, Network, Database, Service Desk, CMDB, Netcool) to align with PSAC's requirements; monitor the program's deliverables and make recommendations to implement and integrate additional monitoring capabilities to support new requirements and functionality; develop, direct and implement communication strategies to support program goals; analyze the effectiveness of the project and recommend changes as needed; prepare senior level technical reports for executive management; and manage special technology projects as assigned.</p>	
Minimum Qualification Requirements	
<p>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;</p> <p>or</p> <p>2. Education and/or experience which is equivalent to "1" above.</p>	
Preferred Skills	
<p>The successful candidate should possess the following: 3+ years' experience executing technical design, and deployment for the Edge Technologies Portal; knowledge of Configuration Management of the IT assets in the CMDB and building out the business service relationships; extensive technical background covering all aspects of Web Development and implementation and integration, in design and developing enterprise Dashboard tool; 3-5 years knowledge of the Edge AppBoard and Edge enPortal products; 5+ 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, previous system administration or design experience with Microsoft SQL, 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; familiarity with BMC Remedy and the Remedy Gateway, BMC Atrium CMDB data model and asset classifications; familiarity with monitoring tools such as IBM Netcool and Quest NetIQ; ITIL v2/v3 Certified; experience in working for a large municipal government preferably NYC or public safety organization; strong technical writing skills; strong interpersonal and communication skills; and the ability to interface with executive level management and give senior level presentations.</p>	
To Apply	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #249577 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #249577</p> <p style="text-align: center;">-or-</p> <p>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</p>	
<p>SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
Posting Date: July 29, 2016	Post Until: Filled