

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

<b>Civil Service Title:</b> Computer Specialist (Software)	<b>Level:</b> 04
<b>Title Code No:</b> 13632	<b>Salary:</b> \$89,383/\$102,791 - \$123,773
<b>Business Title:</b> Application Support Specialist	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> Application Development Management	<b>Number of Positions:</b> 2
<b>Job ID:</b> 253780	<b>Hours/Shift:</b> 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 an Application Support Specialist reporting to the Application Development Management division. Responsibilities will include:

- Triage issues being registered as a Help Desk ticket;
- Support nightly daily ETL Data loads into the Oracle Analytics Business Intelligence Application;
- Ensure daily application data availability to users;
- Support the implementation of changes with the application created by project and development teams understand the reports functionality of the BI application and oversee the development of queries via SQL within the application to support users;
- Communicate with users to provide application support;
- Support production and non-production environment;
- Coordinate execution of break fixes in the production and non-production environments;
- Oversee the deployment of releases in different environments (TST, STG and PRD);
- Provision users within the application;
- Work on production incidents (detect, analyze, resolve and document incidents);
- Participate in cross-team coordination for resolving production incidents;
- Work with development team to ensure application code matches server software stacks and specifications;
- Work with development and QA teams in planning, documenting, coordinating and executing of operational readiness testing;
- Work with the compliance team and other key stakeholders to determine reporting and alerting needs facilitate systems patches;
- Work on special technology projects and initiatives as assigned.

**Minimum Qualification Requirements**

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, 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 (6) years of full-time satisfactory 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) A satisfactory combination of education and experience that is 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 sixty (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 may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience 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 operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

**Special Note**

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

**Preferred Skills**

The preferred candidate should possess the following:

- A Bachelor s degree in a related IT field;
- 3+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier web applications;2+ years hands-on experience with large scale data warehouses and analytics products;
- 2+ years of Relational and Dimensional Database Experience;
- 2+ years of PL/SQL experience, must be extremely proficient;

- 2+ years of experience in Oracle Business Intelligence, Enterprise Edition (OBIEE);Data warehousing and modeling experience;
- Knowledge of HTML, XML and CSS and scripting;
- Experience with near real-time analytics process;
- Experience utilizing traditional BI and big data analytics products for reports;
- Experience with Oracle Loader and ODI;
- Experience with UNIX shell scripting;
- Good knowledge of server and application architectures;
- Ability to work in cross functional teams to provide the best solution;
- Strong customer and quality-focus; sound problem resolution, judgment, and decision-making skills;
- Demonstrated experience working with technical and non-technical staff;
- Outstanding collaboration and team building skills;
- Strong written and verbal communication skills;
- Excellent analytic, organization, presentation and facilitation skills and the ability to manage multiple tasks under tight deadlines.

**To Apply**

**Special Note:** Taking and passing civil service exams are necessary to maintain employment with the City of New York. Please check the Department of Citywide Administrative Services (DCAS) website ([http://www.nyc.gov/html/dcas/html/work/exam\\_monthly.shtml](http://www.nyc.gov/html/dcas/html/work/exam_monthly.shtml)) for important exam filing information. Please ensure that you are either a permanent employee in the civil service title listed on this posting, or, that you file for the examination when there is an open filing period. For more information regarding the civil service process, please visit the DCAS website at: <http://www.nyc.gov/html/dcas/html/work/work.shtml>.

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #253780  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #253780

-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:** August 17, 2016

**Post Until:** Filled

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