

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

Civil Service Title: Computer Specialist (Software)	Level: 03
Title Code No: 13632	Salary: \$83,323/\$95,821 - \$108,101
Business Title: Application Support Reporting Specialist	Work Location: Brooklyn, NY
Division/Work Unit: Application Development Management	Number of Positions: 1
Job ID: 253811	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

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 Reporting Specialist reporting to the Application Development Management Division. Responsibilities will include:

- Report development and support; Business Objects Universe maintenance;
- Triage issues being registered as a Help Desk ticket;
- 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 a Business Intelligence Reporting tool and MS SQL Reporting Services and oversee the development of queries via SQL within the application to support users;
- Communicate with users to prove 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.

Preferred Skills

The preferred candidate should possess the following:

- A Bachelor s degree in a related IT field;
- 3+ years experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier web applications;
- 3+ years hands-on experience with large scale data warehouses and analytics products;
- 3+ years of Relational and Dimensional Database Experience;
- 3+ years PL/SQL experience. Must be extremely proficient;
- 3+ years experience in Business Intelligence;
- Performance tuning experience;
- Data modeling experience;
- Knowledge of HTML, XML and CSS and scripting;
- Experience with MS SQL Reporting;

- Experience utilizing SAP Business Objects products for reports and administrating Business Object environment;
- Knowledge of the implications of developing for high-availability clustered environments;
- Experience MS SQL Reporting Services;
- Experience with UNIX shell scripting;
- Strong 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;
- Ability to manage multiple tasks under tight deadlines;
- Experience with WebLogic cluster environment;
- Database experience with MS SQL;
- Experience with MS IIS Web Server and other J2EE application server such as Tomcat, JBOSS, WebSphere.

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) 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 #253811
 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #253811

-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.