

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

<b>Civil Service Title:</b> Computer Associate (Operations)	<b>Level:</b> 02
<b>Title Code No:</b> 13621	<b>Salary:</b> \$57,223/\$65,806 - \$75,761
<b>Business Title:</b> Windows Engineer	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 267922	<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.
<b>Job Description</b>	
<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 a Windows Engineer reporting to the IT Services Division. Responsibilities will include: Provide Windows server support for both physical and virtual windows servers at various locations by troubleshooting and resolving user problems, rebuilding user profiles, hardware deployment, monitoring issues, HP hardware issues, OS issues, disk space, antivirus, DCdiag errors, and software installation document and maintain a complete inventory of Agency hardware and software assets; perform analysis concerning the agency's Windows Operations; analyzing, supporting and administering existing Windows based systems and providing troubleshooting strategies; assist in the ongoing deployment of server class hardware and software; provide technical support, troubleshooting, diagnosis and problem resolution as well as maintenance; Work on assigned tickets to resolve issues/request and meet SLA's; create appropriate changes to implement fixes, patching, etc. for the Windows Servers in the environment; upgrade and maintain all windows server HP firmware.</p>	
<b>Minimum Qualification Requirements</b>	
<p>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;</p> <p>or</p> <p>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;</p> <p>or</p> <p>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;</p> <p>or</p> <p>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.</p>	
<b>Preferred Skills</b>	
<p>The preferred candidate should possess the following: Technical knowledge of the Windows 2003/2008; enterprise Server Platform; practical server experience within a large-scale complex environment; experience with Windows 2003/2008, Active Directory, Group Policy; Microsoft Clustering, TCP/IP, LDAP, HTTP, DHCP, WINS, DNS, Remote Installation Services, SQL Server 2000/2005, NetIQ, Internet Information Server 6.0, McAfee ePolicy Server, experience working with System Management Server 2003 and Software Update Services; skilled expertise with installing, configuring and managing redundant systems such as Terminal server farms, database; server clustering; Remedy Action Request System; strong organizational, time management, oral and written communication skills; ability to articulate to all levels of management in clear, concise terms is critical.</p>	
<b>To Apply</b>	
<p>For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities &gt; Careers, and search for Job ID #267922 For all other applicants, please go to <a href="http://www.nyc.gov/jobs/search">www.nyc.gov/jobs/search</a> and search for Job ID #267922</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>	
<b>Posting Date:</b> October 18, 2016	<b>Post Until:</b> Filled

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