

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

Civil Service Title: Computer Specialist (Operations)	Level:
Title Code No: 13622	Salary: \$71,330/\$82,030 - \$111,344
Business Title: PSAC Network Support Engineer	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 2
Job ID: 264965	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 a Network Support Engineer Reporting to the IT Services division. Responsibilities will include: Research, evaluate and recommend network architecture solutions based on performance, stability, availability, cost-efficiency, and development of requirements needed to support new applications and the users in E911 call taking and dispatch environment; work with vendor(s) and project manager(s) to develop, review, and update network architecture standards and documentation related to the overall system architecture; LAN/WAN design as well as collaborate with and advise colleagues on policies and procedures; serve as resource regarding designs at network meetings providing technical problem resolutions, using best practices for design and implementation; consult with and advise users of various technology infrastructure designs and architecture models; generate conceptual, logical, and physical network architectures, test plans, requirements, use cases, interface control documents, and risk assessments to ensure the design and delivery of network LAN/WAN architecture that conforms to application and user requirements; assist project management with the design, procurement, installation, testing, cutover, and reporting activities; develop and coordinate system lifecycle management with ITSM including developing or reviewing asset, configuration, change, and security for network system; troubleshoot complex network and hardware problems; research and analyze significant and complex network problems; and perform special projects and initiatives as assigned; incumbent will set goals, monitor work, and evaluate results to ensure objectives and operating requirements are met and are in line with the needs and mission of 911; interface with other DoITT technical teams to ensure that network changes flow efficiently; design and code router/switch configurations as required; recommend, schedule, and perform system improvements in the E911 ECTP network environment; monitor performance, capacity, and availability of the Network infrastructure on an ongoing basis; maintain operational configurations of all in-place Network solutions as per the established baselines and standards; collaborate with Agency management to assess near and long-term network capacity needs; help design and implement short and long-term strategic plans to ensure network infrastructure meets existing and future requirements; and perform special projects and initiatives as assigned.

Minimum Qualification Requirements

(1) A four-year high school diploma or its educational equivalent plus a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, gained since June, 1996, one year of which must have been in a project leader capacity or as a major contributor on a complex project; or (Note: If you have a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, indicate the Name of the School, Number of Hours Completed, and the Date of Graduation in Section A.4 [Courses] on page 2 of the Education and Experience Test Paper).

(2) A baccalaureate degree from an accredited college and four years of satisfactory, full-time experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project;

or
(3) A four-year high school diploma or its educational equivalent and five years of satisfactory, fulltime experience as described in "1" above, including one year of which must have been in a project leader capacity or as a major contributor on a complex project;

or
(4) A satisfactory combination of education and/or experience which is equivalent to "1," "2," or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and three years of satisfactory, full-time large-scale mainframe computer operations or three years of satisfactory data communication network experience in a mainframe environment, gained since June, 1996, one year of which must have been 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 software development and maintenance, technical support, quality assurance (QA), hardware installation, or as an end user will not be accepted for meeting the minimum qualification requirements.

Preferred Skills

The preferred candidate should possess the following: A Bachelors degree in a related Data/Telecommunications Networking field; 5+ years' experience in designing and overseeing complex LAN/WAN networks within medium to large scale technology projects; experience with IP switched/routed based networks; working knowledge of routing and switching, HSRP, GLBP, QOS, multicasting, VLANs, VTP, NTP, load balancing and optical networking; excellent written and verbal communication skills; ability to lead projects assigned; knowledge of IP addressing and sub netting (IPv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; implementation of BGP (internal and external); advanced installation/troubleshooting experience of Cisco hardware/OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches, CSS, ACE, GSS and F5 load balancers; knowledge of DWDM, ROADM, RPR and SONET networking technologies and troubleshooting ability to coordinate across technology program areas and collaborate with system stakeholder; interface with and coordinate between multiple projects and consulting project staff; experience designing: complex Virtual environments within medium to large scale technology project and complex network security environments; experience

overseeing large public and/or private organizations engaged in the design, deployment and sustainment of telecommunications and network infrastructure technologies and/or experience planning and implementing a major technical operations center upgrade; project management, system architecture, design, deployment and network infrastructure technology; experience with network, infrastructure, testing, security and communications or large-scale, multi-vendor IT and/or telecommunications projects -Public safety experience preferred but not required; demonstrated experience working with technical and non-technical staff as well as outstanding collaboration and team building skills; excellent knowledge of Microsoft Office programs; strong written and verbal communication skills as well as excellent analytic, organization, presentation and facilitation skills; ability to manage multiple tasks under tight deadlines and interface with executive level management for reporting purposes; must be HIGHLY self-motivated with the ability to handle multiple, diverse tasks with emphasis on priority, quality and timeliness; self-directed with the ability to take ownership of complicated issues and complete a project from concept to full implementation; ability to professionally communicate complex technical designs/situations; ITIL v3, Cisco certification.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #264965

For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #264965

-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: September 29, 2016

Post Until: Filled

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