

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

<b>Civil Service Title:</b> Computer Associate (Operations)	<b>Level:</b> 03
<b>Title Code No:</b> 13621	<b>Salary:</b> \$66,300/\$76,245 - \$80,000
<b>Business Title:</b> Senior Data Center Operations Technician	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> IT Services	<b>Number of Positions:</b> 3
<b>Job ID:</b> 246795	<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 Senior Data Center Operations Technician reporting to the IT Services Division.</p> <p>Responsibilities will include:</p> <ul style="list-style-type: none"> <li>• Performs day-to-day activities required to manage data center activities, such as providing daily updates and weekly reports, to include capacity reports,</li> <li>• Engineer, implement, communicate, execute and streamline processes including security, asset management, deployments, infrastructure design, and hardware break-fix;</li> <li>• Monitor the Outlook Inbox and ITSM/Remedy ticket queue, act as first line of contact for all trouble ticket issues, respond to customer requests, trouble tickets, Change requests and other scheduled activities within the SLA requirements;</li> <li>• Work directly with the system architecture team to produce installation documents and ensure requirements for System Change Request implementation and datacenter work are accurate;</li> <li>• Analyze and report on network application alerts generated by the monitoring tools (Netcool, NetIQ, HP Open View, Site Watch and Performance Monitor);</li> <li>• Coordinate activities with local operations and engineering teams in different data centers and LAN closets for break-fix/hardware replacements;</li> <li>• Manage power and cabling requests, all data center equipment and racks, and scheduling of all hardware moves/adds/changes;</li> <li>• Complete customer configuration maintenances including hardware modification, operating system installation, mounting of the devices within cabinets and completion of all cabling needs required;</li> <li>• Troubleshoot copper and fiber cabling including initial installation testing as well as connectivity issues with previously deployed copper or fiber cabling;</li> <li>• May act as a manager, in the absence of team manager or direct supervisor;</li> <li>• Configure IP KVMs, IP PDUs and Console Servers, such as Avocent and DSView;</li> <li>• Assist in capacity planning, particular to Data Center infrastructure;</li> <li>• Assist in developing Data Center policies, procedures and industry best practices;</li> <li>• Mentor more junior level technicians;</li> <li>• Perform special projects and initiatives as needed.</li> </ul>	
<b>Minimum Qualification Requirements</b>	
<p>(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).</p> <p>or</p> <p>(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;</p> <p>or</p> <p>(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;</p> <p>or</p> <p>(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.</p> <p>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.</p>	
<b>Preferred Skills</b>	

The successful candidate should possess the following:

- Ability to lift and/or move up to 49 pounds; and participate in group lifts for 50 pounds or more;
- Proficiency and proven hands-on experience with infrastructure cabling in a Data Center or Enterprise environment;
- Proficiency and experience in troubleshooting end-to-end physical layer problems (copper and fiber) and work with higher level teams to assist in troubleshooting and mitigation/resolution;
- Proficiency and hands-on experience with patching copper and fiber connections and proven knowledge of enterprise-class Data Center environments; performing new connectivity installs and decommissions;
- Expert in day-to-day data center operation tasks, including rack/stack, network switch/port configuration, server decommissioning;
- Ability to perform cable installs, punch-downs, crimping. Knowledgeable on the various cabling specifications and limits;
- Excellent knowledge of Data Center environments, including enterprise-level networking, optical fiber, storage, server, DCM, and power management solutions;
- Proficiency and experience using testing equipment, such as Fluke, sniffer, Exfo cable testers, etc.;
- Ability to perform Cisco hardware-related tasks, to support peer teams' projects; provide coverage during Maintenance Windows;
- Proficiency and experience with carrier circuits, such as T1, T3 and high speed Ethernet circuits; experience with "cutovers" and "hotcuts";
- Ability to work proactively on trouble tickets and prioritize tasks;
- Ability to assist with documentation;
- Advanced knowledge of Cisco Routing, switching - Level 1 configuration standards;
- Ability to provide timely updates on priority issues to upper management;
- Familiarity with Windows computers and Microsoft Office applications, such as Word and Excel and also applications such as DSView, PUTTY and iWise;
- Cisco Certifications are a plus (CCENT, CCNA, CCNP, etc);
- Ability to make timely updates to help desk tickets in DoITT's Remedy application;
- Excellent communication, organizational and time management skills;
- Ability to work pro-actively on trouble tickets and tasks;
- Ability to write technical documentation;
- Experience with Cisco Routing, switching - Level 1 configuration standards;
- Good understanding of VLANs.

**To Apply**

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #246795  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #246795

-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

**Posting Date:** July 13, 2016

**Post Until:** Filled

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