



New York City Employees' Retirement System Job Vacancy Notice **CITYWIDE**

Civil Service Title: Cyber Security Analyst, Level 2

Title Code: 13633

Business Title: Senior Server and Application Administrator

Salary: \$85,371-\$98,177 (Annual)

Division: Information Technology

Unit: Infrastructure Management

Job Description:

NYCERS seeks a Senior Server and Application Administrator to join their Infrastructure Management unit in the Information Technology division. This individual will join a team of senior technicians who support 600 users in our locations in Brooklyn and Long Island City.

The following is a list of technologies in which the individual must be proficient, and will be required to support:

- VMWare version 7.0 U3, including vCenter management, vMotion and storage management; DellEMC Data Domain and Veritas Netbackup; building and deploying Windows Server 2016/2019/2022 and Windows 10 VM server templates, and troubleshooting all VM relevant issues including SRM site recovery in a Cisco UCS HW environment; Windows Server 2012 r2/2016/2019 administration including Active Directory, group policy, DNS, Certificate Authority, DHCP, FTP etc.; printers and print server administration; Microsoft365 (including ADConnect, AzureAD, InTune/Endpoint Management, Teams, OneDrive, Sharepoint, Exchange Online, and Office365), and the Azure computing platform including virtual servers and desktops (AVD)
- Citrix server, virtual applications and desktops (VDIs), Exchange Server 2019, FSLogix, SCCM, Web server platform build and administration (IBM Websphere, IIS, and Apache Tomcat), SQL experience, Powershell scripting, and Linux server experience a plus.
- The candidate should be prepared to enter an environment that is transitioning core IT services to a number of 3rd party cloud service providers (primarily DaaS and SaaS), so experience with providers such as Box, Salesforce, ServiceNow, and others is a plus.
- The technician will be required to work with minimal supervision and in a project team environment, including interaction with application development, network administrators, and storage administrators.
- The technician should be a "self-starter" as they will be required to troubleshoot problems and research solutions independently. This may include extensive interaction with support staff from NYCERS' vendor partners
- The technician will be required to clearly document technical solutions including software installation, application configurations, and platform schematics - preparing and reviewing technical LAN/WAN documentation as situations dictate.
- The technician will be required to develop automation scripts to carry out routine tasks where possible.
- The technician will be responsible for identifying, diagnosing, and resolving service tickets via phone, email, and in person. They will be responsible for handling escalations from the BSC support team (level 1 helpdesk) and other IT Division staff.
- The person will be required to work overtime upon request, including the potential for the occasional weekend. The technician may be responsible for coordinating deployment across NYCERS Systems.

MINIMUM REQUIREMENTS ARE ATTACHED

New York City residency is not required.

NYCERS is an Equal Opportunity Employer.

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-24-0059 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID# 618692

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID# 618692

DATED: 12/04/2023

POST UNTIL: Until Filled

NYCERS POSTING NUMBER: 009-24-0059



Preferred Skills and Experience

The candidate must have Excellent Customer Service and communications (Oral and Written) skills. Minimum of Seven (7) years, experience working in an Infrastructure team supporting roughly 500 users.

Minimum Qualification Requirements:

1. A baccalaureate degree, from an accredited college including or supplemented by twenty-four (24) semester credits in cyber security, network security, computer science, computer programming, computer engineering, information technology, information science, information systems management, network administration, or a pertinent scientific, technical or related area; or
2. A four-year high school diploma or its equivalent approved by a State's department of education or a recognized accrediting organization and three years of satisfactory experience in any of the areas described in "1" above; or
3. Education and/or experience 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. In addition, twenty-four (24) credits from an accredited college or graduate school in cyber security, network security, computer science, computer programming, computer engineering, information technology, information science, information systems management, network administration, or a pertinent scientific, technical or related area; or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience.

Note:

This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate on your resume or cover letter if you would like to be considered for the position under the 55-a Program.

Note:

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.