



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

**Civil Service Title:** Certified IT Administrator (LAN/WAN), Level 2

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

**Title Code:** 13652

**Division:** Information Technology

**Unit:** Infrastructure Management

### **Job Description:**

NYCERS seeks a Certified IT Admin to join their Infrastructure Management unit in the Information Technology division. This individual will join a team of senior technicians who support 500 users in our locations in Brooklyn and Long Island City.

Responsibilities include but are not limited to:

- 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).
- 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.
- The technician will be required to engineer, design, and/or implement technical solutions to business problems.
- The technician will be required to clearly document software installation and configurations, preparing and reviewing technical LAN/WAN documentation as situations dictate.
- The technician will be required to develop automation scripts to carry out routine fixes when applicable.
- The technician will be responsible for identifying, diagnosing, and resolving service tickets via phone, email, and in person.
- The technician will be responsible for handling escalations from the BSC support team 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.
- Citrix server, virtual applications and desktops (VDIs), Exchange Server 2016, FSLogix, SCCM administration, Web server platform build and administration (IBM Websphere, IIS, and Apache Tomcat), SQL experience, Powershell scripting, Linux administration, and experience with ServiceNow, Box, or Salesforce a plus.
- Following is a list of technologies in which the individual must be proficient, and will be required to support: VMWare versions 6.7 => 7.0 U3 (and the upgrade process), P2V migration, vCenter management, vMotion and storage management; 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.; Veritas Netbackup; printers and print server administration; Office365 (including Azure AD, InTune/Endpoint Management, Teams, OneDrive, Sharepoint, and Exchange Online), and the Azure platform including virtual servers and desktops (AVD)

**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-000-22-0103 AND A COPY OF A CURRENT RESUME TO:**

**CITY EMPLOYEES: Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess). Search for Job ID#: 533979**

**ALL OTHER APPLICANTS: [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID#: 533979**

**DATED:** 5/31/2022

**POST UNTIL:** UNTIL FILLED

**NYCERS POSTING NUMBER:**  
009-22-0103



**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.

**Certifications**

- VCP – VMware Certified Professional (ESXI and Vcenter 7) – strongly preferred
- MCSE- Microsoft Certified System Experts (2016/2019) – strongly preferred
- Citrix Certified Administrator - plus
- EMC Data Center Architect – plus
- EMC Storage Administrator – plus
- ITIL V3 Certification - plus
- Veritas Certified Specialist (VCS) Netbackup - plus  
(additional VMWare certifications considered)

**Minimum Qualification Requirements:**

Professional/vendor certification(s) in local area network administration and/or wide area network administration that is required for the position to be filled.

In addition, all candidates must have the following:

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in local area network and/or wide area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management; or
2. A four-year high school diploma or its educational equivalent and six years of satisfactory full-time (not classroom based) information technology experience of which at least 2 years must have been as described in "1" above; or
3. A satisfactory equivalent of education and/or experience equivalent to "1" or "2" above. Education may be substituted for experience on the basis that 30 undergraduate semester credits from an accredited college is equivalent to 6 months of experience.
4. A masters degree in computer science or a related field from an accredited college may substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time information technology experience as described in "1" above.

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.

**MINIMUM REQUIREMENTS ARE ATTACHED**

**New York City residency is NOT required.**

**NYCERS is an Equal Opportunity Employer Internal candidates must have been rated satisfactory or better on their last annual evaluation.**

**Applicants must be permanent Certified IT Administrator (LAN/WAN), OR REACHABLE ON THE CERTIFIED IT ADMINISTRATOR (LAN/WAN), EXAM NO. 6049 LIST**

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