



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

**Civil Service Title:** Certified IT Administrator (LAN/WAN), Level 1

**Salary:** \$81,951 - \$94,244 (Annual)

**Title Code:** 13652

**Division:** Information Technology

**Unit:** Business Support Center

### **Job Description:**

NYCERS seeks a Certified IT Administrator (LAN/WAN) to join their Business Support Center unit in the Information Technology division. The individual will join a team of technicians supporting 500-plus users in two locations.

This position encompasses highly technical responsibilities for troubleshooting, enhancement and maintenance of end-user systems. Technician will be responsible for identifying, diagnosing, and resolving service tickets via phone, email, and in person. With latitude for independent initiative and judgement, the selected individual's responsibilities will include:

- Installing and configuring desktops, laptops, printers, mobile devices and peripherals;
- Maintenance and support of commercial off-the-shelf (COTS) applications;
- Active Directory administration (user profile setup/modifications, password resets, account lockouts);
- Provide technical support of audio-visual equipment for internal and client-facing meetings;
- Troubleshooting basic System/ Network/ Server related issues;
- Responding in a timely manner to service issues and requests;
- Occasional lifting of equipment for moves and installations, up to 50lbs;
- Working overtime upon request.

### **Preferred Skills and Experience:**

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

- Minimum of five (5) years' experience working in a large-scale technology environment troubleshooting technical issues (helpdesk, desktop, mobile device support).
- Experience with Windows 7 and 10, Citrix virtual applications and desktops (VDI's), Active Directory, Citrix XenApp, Cloud Services, Office 365 (including Azure AD, InTune, SharePoint, and Exchange Online), and a number of third party products.
- Ability to conduct research into PC and software issues and products as required.

MINIMUM REQUIREMENTS ARE ATTACHED

**New York City residency is 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.**

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 000-22-0021 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#: 473484**

**ALL OTHER APPLICANTS: [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID#: 473484**

**DATED:** 8/17/2021

**POST UNTIL:** UNTIL FILLED

**NYCERS POSTING NUMBER:**

**Preferred Skills and Experience (Cont'd):**

- Proficient in collaborative tools such as Skype for Business, Microsoft Teams, and Zoom.
- Strong knowledge of iOS and mobile technologies.
- Experience with ServiceNow a plus.
- The candidate must have Excellent Customer Service and communications (Oral and Written) Skills.

**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. 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.