



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

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

Salary: \$82,884- \$95,317 (Annual)

Title Code: 13652

Division: Information Technology

Unit: Infrastructure Management

Job Description:

NYCERS seeks a Certified IT Administrator (LAN/WAN) to join their Infrastructure Management unit in the Information Technology division. The candidate will join a team of technicians who supports 500 users in two locations. The technician will be responsible for identifying, diagnosing and resolving service tickets via phone, email and in person. The following is a list of technologies in which the individual must be proficient, and will be required to support: Windows 7 and 10, VMWare, Citrix virtual applications and desktops (VDI's), Windows Server 2012 administration, IBM FileNet P8, Office 365 (including Azure AD, InTune, SharePoint, and Exchange Online), and a number of third party products. The technician may be required to engineer, design, and/ or implement technical solutions to business problems. The technician will be responsible for handling escalations from the BSC support team and other IT Division's staff.

The technician will be required to:

- Work with minimal supervision and in a project team environment.
- Troubleshoot problems and research solutions independently.
- Clearly document installation and configuration steps.
- Develop automation scrips to carry out routine fixes.
- Work overtime upon request.
- Responsible for coordinating deployment across NYCERS Systems.
- Prepare and review Technical LAN/WAN documentation.

MINIMUM REQUIREMENTS ARE ATTACHED

New York City residency is not required.

NYCERS is an Equal Opportunity Employer.

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 Job Posting ID number 009-19-0053 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: 383398

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: 383398

DATED: 2/14/2019

POST UNTIL: Until Filled

NYCERS POSTING NUMBER:
009-19-0053



Preferred Skills and Experience:

- Minimum of seven (7) years experience working in an Infrastructure team supporting roughly 500 users.
- SCCM Administration, Web server platform build and administration (IBM WebSphere, IIS and Apache Tomcat), PowerShell scripting and Linux administration. 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 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" 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 master's degree in computer science or a related field from an accredited college may be 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: In addition to meeting the minimum Qualification Requirements: Incumbents may be required to update existing and/or obtain additional professional industry-standard certification(s) for current and future technical environments(s) in which they may be assigned to work, as determined by the employing agency.

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.