NEW YORK CITY FIRE DEPARTMENT
JOB VACANCY NOTICE

CIVIL SERVICE TITLE
Computer Associate Operations, L-III

Title Code # 13621

OFFICE TITLE
Supervising Operator

SALARY
$64,683-Minimum salary for full-time employees with less than 2 years of City Service
$74,385-Minimum salary for full-time employees with more than 2 years of City Service

BUREAU/DIVISION/UNIT
Technology Development & Systems, CAD Programming & Operations Group

LOCATION
11 MetroTech Center, Brooklyn, New York

JOB DESCRIPTION
Under supervision of the Operations Manager, the Supervising Operator efficiently and effectively will monitor all systems and will identify any problems. The candidate will initiate and perform scheduled tasks as required for continued operation of all systems; resolve problems discovered following established procedures and document all tasks performed and events occurring appropriately; escalate problems and issues to the designated higher-level individuals in a timely manner; respond appropriately to all requests for problem resolution, information, and assistance; establish and secure adherence to performance standards and efficient methods of work; serve as a technical resource person in the performance of computer operations functions; in support of our medical – Fire dispatch and administration systems, the supervisor will execute or supervise routine maintenance as necessary (i.e. Security Updates, RNC and CAD System Unit Additions, Installation of Dispatch Terminal Applications (PCMSS)); Train and delegate responsibility to subordinates and conduct the tour in a professional, non-confrontational, instructional manner; and adhere to the guidelines for conducting their shifts set for supervisors by FDNY Computer Operations Management. Shift work (Day, Night) when necessary.

QUALIFICATION REQUIREMENTS:
1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks; or
2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above

PREFERRED SKILLS:
Knowledgeable in UNISYS, UNISYS ECL, Microsoft Windows, OpenVMS Command Language.

NOTE: New York City residency is required within 90 days of appointment. However, City employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. Please note that only candidates considered for an interview will be contacted.

TO APPLY:
NON-CITY EMPLOYEES/EXTERNAL CANDIDATES PLEASE GO TO WWW.NYC.GOV/JOBS.
CITY EMPLOYEES MUST APPLY VIA EMPLOYEE SELF SERVICE (NYC.GOV/ESS). REFER TO JOB ID # 192897 ____.

DATED: May 27, 2015
“POST UNTIL”: Until Filled

“FDNY is ranked as the top place to work among gov’t agencies; and 17th overall among 500 employers among large U.S. companies, nonprofits, gov’t agencies, and U.S. divisions of multi-national.”
-Forbes magazine, on “America’s Best Employers 2015”
The Fire Department is an Equal Opportunity Employer.