

Microsoft LYNC Technology Specialist – IT Infrastructure

JOB DESCRIPTION:

The IT Infrastructure Department is seeking a Microsoft LYNC Technology Specialist to maintain and deliver seamless and consistent communication and collaboration services to NYCHA's Microsoft LYNC System. The selected candidate will plan and coordinate information technology related software, equipment installations, moves, additions, changes and system enhancements to improve reliability and performance of the Microsoft LYNC system. Responsibilities shall include, but are not limited to the following:

1. Support, optimize and maintain MS LYNC 2010 infrastructure with high availability.
2. Develop, implement and deploy MS LYNC strategies and architecture to support NYCHA's business needs.
3. Collaborate with other IT technical teams to define and develop documented procedures; implement service and system monitoring and alerting; provide extended support.
4. Recommend and document infrastructure improvements.
5. Propose and articulate technical directions to other IT teams.

QUALIFICATION REQUIREMENTS:

Professional/vendor certification (s) in local area network administration is required. 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 planning, design, configuration, installation, 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 two years must have been as described in "1" above; or
3. A master's 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:

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 environment (s) in which they may be assigned to work as determined by the employing agency.

EDUCATION AND EXPERIENCE PREFERRED:

1. A minimum of 3 years experience in Office Communication Server implementation and support.
2. Experience in Network environments: DNS, TCP/IP, VPN, SMTP, Firewalls.
3. Practical experience with design, configuration and support of call routing, local survivability, voicemail and call center.
4. Experience in power scripting to automate processes in MS LYNC.
5. Hands-on MS LYNC 2010 experience in production environments and multiple projects.
6. Microsoft Certification: MCSE, MCTS, MCITP or MCM.
7. Cisco Certification: CCVP or CCNA is a plus.

SKILLS DESIRED:

1. Strong understanding of industry standard technologies and setup protocols (SIP/H.323/MGCP).
2. Familiarity with Exchange 2010 high availability concepts – clustering, replication etc.
3. Operational knowledge of secure mail communications – TLS, mail encryption and certificates; Disaster Recovery and continuous operations.
4. Resourceful and confident with ability to meet stringent deadlines.
5. Ability to create network diagrams using Visio.

Interested candidates may fax their cover letter and resume to (212) 306-5194, email to HR.Recruitment@nycha.nyc.gov or mail to:

New York City Housing Authority

Human Resources Department

90 Church Street, 5th Floor

New York, NY 10007

Attn: Senior Recruiter

Job Code: Microsoft LYNC Technology Specialist

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