

Senior ITSM Solution Architect – IT Infrastructure

JOB DESCRIPTION:

The IT Infrastructure Department is seeking a Senior ITSM Technical Lead and Subject Matter Expert to lead the development of a new NYCHA Information Technology Service Management (ITSM) System, building on the current Remedy ITSM System foundation. The selected candidate will analyze, design, develop and implement an ITSM mobile hand held scanner and PDA subsystem to capture and track NYCHA IT assets, using barcode inventory tags; design and implement a Disaster Recovery Plan for the ITSM Application/Software and systems infrastructure. Responsibilities shall include, but are not limited to the following:

1. Perform IT Service Management (ITSM) systems and process analysis, business process engineering improvements; IT Incident/Problem Management, Change and Asset Management, focusing on ITIL Version 3 Framework and processes.
2. Perform ITSM application and software programming and development tasks; systems analysis and design tasks; application and software maintenance.
3. Perform all phases of System Development Lifecycle (SDLC) tasks from design through deployment; applications and systems troubleshooting, performance monitoring, and security tasks.
4. Perform ITSM application and software database administration and maintenance tasks; complex database environment tasks; programming and development tasks.
5. Perform ITSM Configuration Management Database (CMDB) administration, maintenance and upgrades; SQL database development; reporting and maintenance tasks.
6. Provide technical training and mentoring in all areas of ITSM Application Software (i.e. IT Configuration Management Database (CMDB); IT Incident and Problem Management Application Software; IT Change Management Application Software; IT Asset Management Application Software; IT Knowledge Management Application Software).

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college, including or supplemented by 24 semester credits in computer science or a related computer field and two years of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming, data communication, including one year in a project leader capacity or as a major contributor on a complex project; or
2. A four year high school diploma or its educational equivalent and six years of satisfactory full-time computer software experience as described in “1” above, including one year in a project leader capacity or as a major contributor on a complex project; or
3. Education and/or experience equivalent to “1” or “2” above. College education may be substituted for up to two years of the required experience in “2” above on the basis that 60 semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of required experience in “1” or “2” above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience in a project leader capacity or as a major contributor on a complex project.

Special Note:

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

EDUCATION AND EXPERIENCE PREFERRED:

1. A minimum of 5 years experience in BMC Remedy Software, other ITSM Software or Microsoft Development Software.
2. A minimum of 3years experience in the following: planning, designing, implementing and supporting ITIL-ITSM Incident/Problem Management, Change Management and Asset Management Software; successfully implementing Remedy or other ITSM Software: Incident/Problem (Service Desk), Change Management and Asset Management modules; ITSM data analysis, best practices and Foundation Data loading into ITIL CMDB; developing large scale multi-phase Remedy development and implementation plans.
3. Experience deploying Remedy Software in a VM-Ware environment; providing Remedy technical training and mentoring.
4. Knowledge and experience with Cloud computing ITSM systems especially in complex environments.
5. Experience with hand held devices, i.e. scanners to enter and track assets.
6. Microsoft Certification: Applications Developer for .Net (MCAD); Professional Developer: Web Developer; Windows Developer; Enterprise Applications Developer; Solutions Developer for .Net (MCSO); Solutions Developer for Visual Studio 6.0 (MCSO); Technology Specialist: .Net Framework 2.0 Web Applications; or Remedy Skilled Professional (RSP).
7. ITIL Version 3 Foundation Certification and BMC (RSP) Certification is a plus.

SKILLS DESIRED:

1. Strong IT Service Management (ITSM) systems analysis, process analysis and design skills with BMC Remedy or similar ITIL ITSM Based Software Suite.
2. BMC Remedy ITSM Software Installation, Systems Administration and Development skills.
3. Microsoft SQL Server Database Administration or similar DB and Windows/Linux Server Administrator skills.
4. Strong project management skills.
5. Excellent verbal and written communication skills.

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: Senior ITSM Solution Architect

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