

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS  
JOB VACANCY NOTICE**

**Civil Service Title:** Certified LAN Administrator 1- 4

**JVN # 858-06-1592aCW**

**Required Vendor Certification:** Remedy Skilled Professional (RSP)

**Title Code Number:** 13691 **Salary Range:** \$58,383 - \$106,348

**Office Title:** Technical Engineer – Remedy **Work Location:** 15 Metrotech Center

**Division/Work Unit:** Information Utility **Number of Positions:** 1

**Hours/Shift:** Day\*

New York City's Department of Information Technology and Telecommunications is in the process of establishing a state-of-the-art Enterprise Systems Management (ESM) environment to provide the City of New York with an efficient, highly reliable, and highly available computing and communication framework and is seeking a Technical Engineer - Remedy.

**JOB DESCRIPTION**

Responsibilities will include: technical lead for the BMC Remedy suite of services - Service Desk, Asset Management, and Change Management; all aspects of systems implementation, development and deployment for the Agency and to external entities; the implementation and transition from the existing systems to the new system and to provide a highly available and redundant solution; direct the ongoing deployment and installation of the ESM software and functionality, provide technical design and engineering for all aspects of the solution, documentation and technical issues as required to provide successful implementation and operation.

\* Due to the necessary technical support duties of this position, candidates may be required to be on call 7x24x365 and may be required to work nights and weekends.

**PREFERRED SKILLS**

The preferred candidates will possess: Excellent technical knowledge of the BMC Remedy suite of products; which includes experience in designing and developing applications using Remedy ARS; and development of applications using C/C++, Remedy APIs, PL/SQL, SQL Server and UNIX. Practical installation and engineering experience within a large-scale, complex environment; Expert experience with work flows, rules development and escalation policies. Experience working with System Management tools and Software updates, skilled expertise with installing, configuring and building systems as described. Strong, organizational, time management, oral and written communication skills are required; Ability to articulate to Management in clear, concise understandable terms is critical. Preference will be given to candidate who possess the Information Technology Infrastructure Library (ITIL) Certification a plus.

**CIVIL SERVICE QUALIFICATION REQUIREMENTS**

Professional/vendor certification(s) in local area network administration that is required for the position to be filled

**Required Vendor Certification:** Remedy Skilled Professional (RSP)

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 2 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.

**TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:**  
Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office ● 75 Park Place – 9<sup>th</sup> Floor ● NY, NY 10007

**-or- e-mail to**

**[ITRecruit@doitt.nyc.gov](mailto:ITRecruit@doitt.nyc.gov) (indicate office title in subject line)**

**POST DATE:** 1/20/06

**POST UNTIL:** 2/2/06

**JVN:** 858 / 06 / 1592aCW

*(agency code/fiscal yr./number)*