



NEW YORK CITY DEPARTMENT OF EDUCATION
CITYWIDE VACANCY NOTICE

CIVIL SERVICE TITLE:

Certified IT Administrator (LAN) (13641)
Level 4

FUNCTIONAL TITLE:

LAN Systems Engineer

ASSIGNMENT NUMBER:

740-08-024

NUMBER OF POSITIONS AVAILABLE

1 position

PROGRAM AREA:

Division of Instructional & Information
Technology

LOCATION:

2 MetroTech Center – Suite 3600
Brooklyn, New York 11201

SALARY:

\$88,679+

The Office of Local Area Network (LAN) is responsible for the secure design, development, installation, management, maintenance, testing, monitoring, implementation and enhancement of Department of Education's (DOE's) entire LAN/IP Network for all external divisions and agencies, Integrated Service Centers (ISC's) and public schools throughout the city and providing a stable, robust and flexible network infrastructure capable of supporting DOE's rapidly changing needs.

JOB DESCRIPTION:

- Develops and supports a system to manage mobile computers that operate on the Department of Education (DOE) LAN.
- Performs senior level responsibilities which include monitoring and maintaining Windows 2000/2003 server hardware environments, planning and conducting regular system maintenance on related software applications and creating and managing logon scripts.
- Builds and configures user desktops/laptops/tablets for the VPN Terminal Services computing environment. Provides hardware assistance and schedules and performs maintenance on Windows XP, 2000 and 2003 Operating Systems, Microsoft Office, other software applications and on individual user devices.
- Plans and performs regular system maintenance on Windows Terminal Services and Citrix and provides hardware support for wireless access points and wireless network adapters, printers, scanners, broadband routers and end-user switches.
- Conducts a periodic evaluation of disaster recovery procedures and performs related disaster recovery tasks.
- Interacts with DOE end-users and vendor support to resolve issues with vendors' products. Ensures that hardware and software meet DOE security requirements and that staff adheres to security policies.
- Troubleshoots and resolves network connectivity issues in the LAN, Wireless LAN or WAN.
- Ensures a stable performance environment by identifying and resolving technical problems, and participates in various IT projects intended to improve and upgrade the DOE IT infrastructure.
- Repackages Microsoft Installer (MSI) packages, or executables to customize client-server installations for thin-client software distributions.
- Tests and approves Windows Update Server (WUS) software updates and deploys Terminal Server applications using Microsoft Systems Management Server.
- Manages Terminal Server user profiles and provides end-user support by phone or on-site.
- Responds to emergency calls in the evenings and on weekends.

MINIMUM REQUIREMENTS

Microsoft Certified Systems Administrator (MCSA) OR-
Microsoft Certified Systems Engineer (MCSE);

AND

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom-based) experience in wide 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.

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.

PREFERRED QUALIFICATIONS

1. Expertise and significant hands-on experience in Microsoft Server Technology, Active Directory, databases, applications, backup/replication, antivirus/spyware/intrusion detection, remote access solutions, terminal services, thin clients/laptops/pc's and handhelds.
2. Minimum of 4 years experience installing, configuring and troubleshooting Windows 2000, 2003 and XP in a multi-server Active Directory environment.
3. Experience configuring, monitoring and troubleshooting firewalls and VPNs.
4. Experience installing and maintaining wireless networks.
5. Experience with defining complex Active Directory Group Policies (GPO).
6. Experience working in an end-user support environment with more than 2,000 employees.
7. Demonstrated skills in configuring, building, and maintaining a Citrix and Windows Terminal Server environment.
8. Experience with Microsoft Network Load Balancing/Clustering or similar load-balancing solution.
9. Experience in repacking software installation packages to meet DOE client/server standards.
10. Experience in programming in VBScript to develop complex scripting procedures.
11. Knowledge of Microsoft Systems Management Server or similar software delivery solution.
12. Knowledge of network ports and associated applications.
13. Knowledge of SANs, Fiber/SCSI Connections & Switching, data storage and synchronization software options; NAS, storage arrays, etc.
14. Working knowledge of HP Insight Manager, HP Open View or Microsoft Operations Manager.
15. Database experience.
16. Willingness to learn proprietary applications used throughout the organization.
17. Ability to work independently.
18. Excellent troubleshooting skills.
19. Good communication skills.

To apply for this assignment, send resume to:

New York City Department of Education
Division of Instructional & Information Technology
2 MetroTech Center - Suite 3600
Brooklyn, New York 11201
Attention: Anna Guzman
OR by e-mail to:
LANSystemEng@schools.nyc.gov

Applications must be received by July 18, 2008.

Quote assignment number and day-evening phone numbers on the top right corner of your resume. Only applicants scheduled for interviews will be contacted.

The New York City Department of Education is a Workforce Diversity/Equal Opportunity Employer