



NEW YORK CITY DEPARTMENT OF EDUCATION
CITYWIDE VACANCY NOTICE

CIVIL SERVICE TITLE:

Certified IT Developer (LAN)
(13641) Level 2

FUNCTIONAL TITLE:

Email System Administrator

ASSIGNMENT NUMBER:

740-09-015

NUMBER OF POSITIONS AVAILABLE

1 position

PROGRAM AREA:

Division of Instructional & Information
Technology

LOCATION:

2 MetroTech Center – Suite 3600
Brooklyn, New York 11201

SALARY:

\$76,549 - \$85,000

The Office of Web Server Operations is responsible for managing, implementing, overseeing, developing, monitoring and maintaining hardware and software technical support services for Intranet & Internet Web servers in a Microsoft, IBM, and CISCO environment. This includes the development, installation, support and implementation of web servers and applications, Content Management Systems (CMS) and Local and Wide Area Networks.

JOB DESCRIPTION:

1. Responsible for identifying and investigating Outlook and Exchange problems and issues, performing root cause analysis, and implementing an action plan for the resolution and dissemination of conclusions.
 2. Functions as a subject matter expert for capacity planning and design of new and upcoming technologies that are related to e-mail and collaboration.
 3. Responsible for proactively monitoring and managing the Exchange environment on a day to day basis and applying enhancements and/or fixes as needed.
 4. Develops and updates system administration procedures and works closely with other IT resources including developers, business analysts, project analysts, and server operations.
 5. Assists in the analysis of business requirements and matches appropriate technology to optimize productivity.
 6. Provides integrated customer support measures to ensure customer satisfaction and business results.
 7. Utilizes analytical skills and knowledge of software development lifecycle methodologies to ensure overall hardware and software technical support services for Active Directory, Outlook and Exchange 2003/2007 servers in a clustered environment.
 8. Collaborates with business partners to understand their requirements and translates them into system specifications.
 9. Creates and implements a disaster recovery plan and commences escalation procedures as needed.
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MINIMUM REQUIREMENTS

Microsoft Certified Systems Engineer 2003 (MCSE) –AND–

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in database administration 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 full-time (not classroom based) 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. A minimum of 6 years software/hardware technical support experience as a Database Administrator, supporting multiple Web Intel servers in a Microsoft Windows 2000, 2003 and MS SQL2000 database environment.
2. A minimum of 5 years software/hardware technical support experience in large government/public Infrastructures supporting Microsoft Directory Services and Exchange 2003/2007 in Microsoft Windows 2000/2003 environments.
3. Exchange 2003/2007 in a secure clustered environment.
4. 10 years experience working on Microsoft technology.
5. Must have Exchange 2000/2003 Active Directory design, implementation and migration experience.
6. Must have Active Directory design experience in large scale environments and in various migration scenarios including Active Directory and Exchange 2000/2003.
7. Must have 8 years or more Microsoft Certified Systems Engineer (MCSE) experience.
8. Must have experience working with different Microsoft technical support teams (Premier, PSS, and MCS) and be familiar with escalation procedures.
9. Experience working with Microsoft product teams in large and unique infrastructures that required product team support/involvement.
10. Must understand the concepts of the Microsoft Operations Framework.
11. Experience with DNS, WINS and DHCP.
12. Expertise on Microsoft authentication/authorization models and impact on performance, scalability and security.
13. Must have experience on Web Development issues regarding management of Active Directory.
14. Exchange 2000/2003 messaging experience including installing, configuring and supporting Microsoft Application Center.
15. Must have experience defining user accounts, security groups, monitoring security, controlling and authenticating user certificates, and supporting user authentication & passwords.

To apply for this assignment, send resume to:

New York City Department of Education
Division of Instructional & Information Technology
Re: Email System Administrator
2 MetroTech Center – Suite 3600
Brooklyn, New York 11201
Attention: Wagiha Saif
OR by e-mail to:
EmailSysAdmin@schools.nyc.gov

Applications must be received by September 5, 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.

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