

City of New York  
 Department of Health & Mental Hygiene  
 125 Worth Street, Room 930  
 New York, NY 10013  
 GRANT FUNDED

JVN#: 81607112533FSM

**CITYWIDE JOB VACANCY NOTICE**

<b>Civil Service Title:</b> Certified IT Administrator (LAN)	<b>Level:</b> II
<b>Title Code No.:</b> 13641	<b>Salary:</b> \$60,821 – \$85,408
<b>Office Title:</b> IT Helpdesk and Client Support Manager	<b>Work Location:</b> 125 Worth Street, New York, NY
<b>Division/Work Unit:</b> Division of Financial & Strategic Management/Bureau of Informatics and Information Technology (Homeland Security)	<b>No. of Positions:</b> 1
<b>Hours/Shift:</b> Full-time	<b>Position No.:</b> 922071

**JOB DESCRIPTION:**

BIIT Network Technology Services is looking for a Professional with excellent IT Help Desk operations and management experience including customer services, support skills, and collaboration, cooperation and project management of various levels of IT support; IT applications development, and IT Client management. The candidate will be responsible for the DOHMH public health, homeland security and emergency response requirements. Ideal candidate should possess executive level management experience, analytical problem solving, and communications skills; have experience managing Help Desk services in a large network operation, and extremely diversified and complex business environment; ability to help IT management team to determine the root cause of any IT related problems, make preventive decisions and determine cost effective usage of IT resources.

**PREFERRED SKILLS:**

The preferred candidate should possess the following: solid technical knowledge of the Windows 2003 Server and Windows XP Professional platform; analytical and desktop support experience within a large-scale, complex environment; previous experience, utilizing Blackberry, Office XP/2003, Outlook Email, Active Directory and user's accounts administration; IP Networking knowledge and IP Telephony Call Center technology; strong analytical, organizational, time management, oral and written communication skills are preferred; ability to articulate to end user community in clear, concise understandable terms.

**QUALIFICATION REQUIREMENTS:**

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

**ALL APPLICANTS MUST HAVE: MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR (MCSA) WINDOWS 2003 OR MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR (MCSA) WINDOWS 2003 WITH MESSAGING ON WINDOWS 2003 SPECIALIZATION**

**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 ONLINE:**

[www.nyc.gov/health/careers](http://www.nyc.gov/health/careers)

JVN search: 112533

**If you do not have access to submit online, mail resume to NYC Department of Health and Mental Hygiene, 125 Worth Street, Room 930, Box #39, New York, NY 10013; indicating the JVN #. Please submit your resume once using only one of these methods.**

**Post Date: December 8, 2006**

**Post Until Filled**

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