City of New York
FINANCIAL INFORMATION SERVICES AGENCY
Job Vacancy Notice

Civil Service Title: Computer Systems Manager	**Level:** M1
Title Code No: 10050	**Salary:** $49,492/$53,373-$90,000
Office Title: Remedy Administrator	**Work location:** 450 West 33 St, New York NY
Division/Work Unit: Shared Systems, Tech. Svcs.	**Number of Positions:** 1
Hours/Shift: Monday - Friday 9am to 5pm	**Agency Tracking #:** P194

Job Description

The Remedy Administrator will manage the BMC Remedy Suite of Products for Service Desk, Incident Management, Asset and Configuration Management as well as serve as a senior technical resource. Products the Remedy Administrator will manage include, but are not limited to: BMC Remedy ITSM Suite (Service Desk, Incident Management and Problem Management modules); BMC AR (Action Request) Server; Administration of BMC IT Asset and Configuration Management and inter-related CMDB modules; Administration of Remedy Knowledge Management, Remedy Migrator, Remedy Dashboards and Analytics. Responsibilities will also include system administration, installation, configuration and all upgrades of this suite of products in support of the NYCAPS (New York City Automated Personnel System) Project and approximately 200 additional end users at FISA and at other external New York City agencies. In addition, the Remedy Administrator will upgrade and patch the BMC software when required, develop custom forms, interfaces and workflow as well as provide excellent support to all end users.

Qualification Requirements

1. A master's degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using mainframe, mini- or micro-computer technology in computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing, at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, database administration, or planning of data processing or in the supervision of staff performing these duties; or 2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or 3. A four-year high school diploma or its educational equivalent and six years of experience as described in "1" above; or 4. Education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.

Essential Skills

Experience with BMC Remedy administration and user support; Experience with version 7.1 or higher AR Server, ITSM, CMDB and IT Asset and Configuration Management; Experience upgrading AR Server, ITSM and Asset Management; Good understanding of SDLC (Software Development Lifecycle) and Asset & Configuration Management processes; Excellent problem-solving skills; Able to prioritize and manage multiple tasks concurrently; Professional and self-motivated with strong communication and customer service skills.

To Apply:

Please e-mail resume to: *jvn-85222@fisa.nyc.gov*
Be sure the JVN# you are interested in is clearly indicated in the upper right hand corner of your resume.
PLEASE NOTE: Applications that do not reference a JVN # will be considered incomplete.
While all complete applications will be given consideration, only candidates selected for an interview will be contacted by FISA.

Post Date: 03/08/2011	**Post Until:** Filled	**JVN:** 127-2011-85222

The City of New York is an Equal Opportunity Employer.