



OFFICE OF THE BROOKLYN BOROUGH PRESIDENT JOB VACANCY NOTICE

Office Title: IT Services Manager

Salary: \$100,000 - \$110,000

Civil Service Title: Assistant to the President

Title Code & Schedule: 13210– Full Time

The IT Services Manager will be a member of the Borough President's Operations team reporting to the Director of Operations. The IT Services Manager will oversee the maintenance of all facets of the office's technology and telecommunications devices and systems. The IT Services Manager will use their expertise to support the Borough President and staff in optimizing internal and external communications and other office operations.

Roles and Responsibilities

- Manage, monitor, and troubleshoot performance and security of all computers, printers, IP telephone systems, and relevant equipment in the Active Directory environment of the Brooklyn Borough President's Office.
- Co-manage IT staff to ensure the services, systems, and IT infrastructure including hardware, software, telecommunications, internal and external network, and IT environment controls work securely and reliably.
- Review the needs of the BBPO's office and create plans to implement updated systems (case management, file tracking, etc.) for agency departments as needed.
- Help manage IT equipment distribution of new devices, service deployed devices, and decommission out-of-date equipment.
- Monitor network performance, including software, hardware, power, and communications to ensure that the network is secure.
- Manage and optimize the organization's Wi-Fi systems, including the implementation of a new system, by collaborating with external vendors. Proactively troubleshoot any issues that may arise, ensuring seamless connectivity and reliability across the network infrastructure.
- Safeguard data integrity, network access, and backup systems to prevent data loss and ensure data security.
- Monitor data systems to detect and address potential issues promptly.
- Liaise with the New York City Office of Technology and Innovation (OTI) and outside vendors.
- Maintain IT desktop and network equipment inventory and document all IT network operations facets.
- Diagnose problems or errors within the networking system, and subsystems and recommend and make necessary improvements to network configurations to achieve operating efficiencies.
- Oversee and administer databases and/or data management systems that allow for the secure storage, query, protection, and utilization of data.
- Supervise the successful execution of special projects by conducting thorough research to identify requirements, formulating comprehensive plans, presenting updates to the Director, and ensuring the entire team is informed about timelines and deliverables.

Skills and Qualifications

- A baccalaureate degree, from an accredited college including or supplemented by twenty-four (24) semester credits in cyber security, network security, computer science, computer programming, computer engineering, information technology, information science, information systems management, network administration, or a pertinent scientific, technical, or related area; or
- At least 5 years of progressively responsible, full-time, satisfactory experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks.
- Knowledge of the Microsoft Office 365 suite; PC hardware/software, desktop, and laptop network configuration connectivity troubleshooting, including DHCP, and DNS configurations.
- Experience with installation and support of LAN and WAN technologies; Office 365 SharePoint; training end-users; CISCO routers and firewalls, switches, and related protocols; installing, troubleshooting, and maintaining Desktop computer configurations; network design, deployment, and troubleshooting.

Preferred Skills

- Full understanding of Windows Server and NAS.
- Project planning, performance analysis, and fault management skills.
- Capacity to deliver summary reports of network analysis, including security audits, hardware/software patch updates, and network monitoring.
- Help Desk experience greatly desired.
- MCSE and A+ certification required.
- Strong organizational skills, responsiveness, and results-oriented.
- Excellent verbal and written communication skills.

To apply: Submit a resume, cover letter, and the contact information for three professional references to bkbphr@brooklynbp.nyc.gov with the subject line "IT Services Manager." Submission of an application package does not guarantee that you will receive an interview. Only those candidates under consideration will be contacted.

The Office of the Brooklyn Borough President is an Equal Opportunity Employer and is committed to a diverse workforce, and we seek diversity among applicants for this position. People of color, women, LGBTQIA+ people with disabilities, and veterans are encouraged to apply. If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site because of your disability. You can request reasonable accommodations from the EEO office at bkbpeeo@brooklynbp.nyc.gov. The City of New York is an Equal Employment Opportunity Employer

New York City residency is required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for two (2) continuous years may also be deemed to be in compliance with the residency requirement if they reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County.

Post Date: 2024

Post Until: Until filled

JVN #: 012-25-001
