



UCS -23

EMPLOYMENT
OPPORTUNITY
ANNOUNCEMENT
STATE OF NEW YORK
UNIFIED COURT SYSTEM

PLEASE POST
ANNOUNCEMENT NO. 1730

THIS IS A CONTINUOUS POSTING FOR THE NETWORK TECHNOLOGIST SERIES WITHIN THE OFFICE OF COURT ADMINISTRATION DIVISION OF TECHNOLOGY AT THE ALBANY, TROY, AND NEW YORK CITY LOCATIONS. PLACEMENT TO ANY TITLE WILL BE BASED ON QUALIFICATION AND EXPERIENCE.

POSITION TITLE: NETWORK/SYSTEM ENGINEER III **JG: 28**

BASE SALARY: \$91,894 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and five (5) years of related technical experience in a help desk or technical environment; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Engineers III work independently in units within the Division of Technology. Network/System Engineers III are responsible for overseeing the work of subordinate personnel and for supervising the installation and configuration of network/system architecture in accordance with current standards. They are responsible for oversight of the planning and delivery of multiple technical systems, technology infrastructure and projects. They work with executive and court managers to ensure that all technology needs are met and to assess the performance of subordinate personnel. They ensure technical support for both users and networks/systems is in accordance with established processes and guidelines. Network/System Engineers III are responsible for providing technical management, project plans and status reports for technical projects and initiatives and performing other related duties.

POSITION TITLE: NETWORK/SYSTEM ENGINEER II **JG: 25**

BASE SALARY: \$78,244 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and four (4) years of related technical experience in a help desk or technical environment; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Engineers II work under supervision in units within the Division of Technology. Network/System Engineers II are responsible for overseeing the work of Network/System Engineers I and help desk personnel and for installing and configuring network/system architecture in accordance with current standards. They are responsible for the planning, delivery and monitoring of multiple technical systems, technology infrastructure and projects. They work with court managers to ensure that all technology needs are met and to assess the performance of help desk personnel. They ensure that help desk personnel provide support in accordance with established processes and guidelines. Network/System Engineers II are responsible for evaluating and troubleshooting network servers, telecommunications equipment, courtroom technical equipment, software, hardware and for providing technical management, project plans and status reports for Division of Technology projects and initiatives and performing other related duties.

POSITION TITLE: NETWORK/SYSTEM ENGINEER I **JG: 23**

BASE SALARY: \$70,183 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and three (3) years of related technical experience in a help desk or technical environment; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Engineers I work under supervision in units within the Division of Technology. Network/System Engineers I are responsible for resolving the most difficult help desk technical issues and providing technical expertise for help desk personnel. They are responsible for installing network architecture under direction from Technical Managers, Network/System Engineers II or Network/System Engineers III. They are responsible for the delivery and monitoring of technology systems and projects. They oversee the work of help desk personnel in order to provide support in accordance with established processes and guidelines. Network/System Engineers I are responsible for ensuring that the installation of networks/systems, telecommunications equipment, courtroom technical equipment, software and hardware are handled in a timely manner and for providing status reports for projects and initiatives and performing other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN III **JG: 21**

BASE SALARY: \$63,102 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and two (2) years of related technical experience in a help desk or technical environment; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians III work under close supervision in the Division of Technology performing second-level troubleshooting support and training to end-users and escalating the most complex problems to Network/Systems Engineers I. They act as team leaders and oversee the work of Network/System Technicians I and Network/System Technicians II, receive calls and inquiries regarding complex technical issues, conduct analysis of technical problems, provide support in accordance with established processes and document incidents and remedies. Network/System Technicians III are responsible for the installation of software and hardware and for providing technical support to Division of Technology projects and initiatives and perform other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN II **JG: 18**

BASE SALARY: \$53,871 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Associate's degree from an accredited college or university and two (2) years of related technical experience in a help desk or technical environment; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians II work under close supervision in the Division of Technology performing first-level troubleshooting support and training to end-users. They receive calls and inquiries, provide support in accordance with established processes, document incidents and remedies and escalate more complex incidents to second-level support personnel. Network/System Technicians II are responsible for the installation of software and hardware and for providing technical support to Division of Technology projects and initiatives and perform other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN I **JG: 16**

BASE SALARY: \$48,169 + LOCATION PAY \$3,697 (NYC LOCATION ONLY)

QUALIFICATIONS: Associate's degree from an accredited college or university in computer science; **or** An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians I work under direct supervision in the Division of Technology performing first-level troubleshooting support to end-users. They receive calls and inquiries, provide basic support in accordance with established processes, document incidents and remedies and escalate complex incidents to higher-level support personnel. Network/System Technicians I are responsible for the installation of software and hardware and for providing technical support to Division of Technology projects and initiatives and perform other related duties.

LOCATION: Office of Court Administration - Division of Technology
125 Jordan Road, Troy, NY **or** 25 Beaver Street, NY, NY **or** 187 Wolf Road, Albany, NY

CLASSIFICATION: NON-COMPETITIVE

ASSIGNMENT: Network/System positions may be assigned to one or more of the following specialties:

- **Convergent Network Engineer:** Responsible for evaluating, installing, managing, documenting and troubleshooting a comprehensive data, voice and video network. Expertise with fiber and copper wiring, networking routing/switching, Wi-Fi, VPN, Firewall, VoIP, videoconferencing, and video streaming is required. Experience with Avaya/Nortel switches and PBX, or Polycom Videoconferencing, or Vbrick Windows Media Streaming, or network monitoring tools is a plus.
- **Desktop Systems Engineer:** Responsible for installing, evaluating, managing, documenting, and troubleshooting endpoints (PCs, printers, scanners, etc.) and their associated software (Windows XP/7, AntiVirus, Office Suite, etc.) on the enterprise network. Experience with Enterprise Desktop Management Platform, such as Altiris and Symantec SEP, and Windows Server OS is a plus.
- **Server Systems Engineer:** Responsible for installing, evaluating, managing, documenting, and troubleshooting networked servers in the data center. Expertise with IBM Mainframe server, or Unix/Linux server, or Windows servers, or Storage Area Network is required. Working experience with Microsoft Exchange, or SharePoint, or Oracle, or SQL Server, or Datacom/DB, or NetApp products, is a plus.
- **Cyber Security Engineer:** Assists in the formulation, revision and implementation of cyber security policy, including risk assessment and risk-mitigation strategy. Experience in SIEMS, Firewall, Intrusion Protection Systems, Antivirus, web-filtering, and other tools for the Internet and Intranet protection is required. A good understanding of how users, data, applications, databases, desktops/servers, and networks interact, is essential.

GENERAL INFORMATION: The above statements are intended to describe the general nature and level of work performed by persons assigned to this title. They do not include all job duties performed by employees in the title, and every position does not necessarily require these duties. Although a position is available and situated at a specific location, the appointee may be subject to reassignment to any position in the same title in this promotion unit dependent upon the needs of the Unified Court System. All applications received from this announcement may be used to fill any vacancies in this title that may occur in this court or agency within the next six (6) months.

APPLICATION PROCEDURES: All interested persons meeting the minimum qualifications are encouraged to submit a UCS-5 Application for Employment form (obtainable from any administrative office in a court building or on the web at www.nycourts.gov/careers/UCS5.pdf) and a resume to:

Susanne Sloan
Principal Court Analyst
Office of Court Administration, Division of Technology
125 Jordan Road
Troy, NY 12180
dotapply@nycourts.gov

APPLICANTS ARE ENCOURAGED TO COMPLETE THE EEO DATA COLLECTION FORM.

POSTING DATE: October 13, 2017

APPLICATIONS WILL BE ACCEPTED ON A CONTINUOUS BASIS

The New York State Unified Court System is an equal opportunity employer, and does not discriminate on the basis of race, color, religion, gender (including pregnancy and gender identity or expression), national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, parental status, military service, or other non-merit factor.