



**Homes and
Community Renewal**

Job Opportunities at New York State Homes and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

INFRASTRUCTURE MANAGER – INFORMATION TECHNOLOGY

New York State Homes and Community Renewal (HCR) fosters the creation and preservation of high quality affordable housing, while working strategically to revitalize neighborhoods and communities throughout the Empire State. Under the leadership of Governor Andrew M. Cuomo and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low and moderate income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement and family-friendly policies.

The Office of Professional Services (OPS) is responsible for all administrative and support services, including Information Technology Services, Human Resources, Communications and Public Information, Legal affairs, Fair Housing, Policy Development, Competitive Procurement and Contract Management, Fiscal Planning, Accounting and Treasury Services, Facilities and Building Management Services. OPS values professionals that enjoy working in a fast-paced environment and who have the skills required to effectively plan, direct, and coordinate HCR's wide array of support services.

JOB SUMMARY:

New York State Homes and Community Renewal is undergoing a major modernization of their infrastructure and business applications and seeking a highly experienced Infrastructure Manager (IM) to join their Information Technology department to play a key role in this effort as well as to support the day-to-day operations of the Agency and their portfolio of projects. This is a very dynamic role, which also includes playing a part in the implementation and support of SAP S/4HANA and cloud technologies utilizing Amazon Web Services (AWS). The IM must be an excellent communicator, leader as well as being hands-on with the ability to manage staff and numerous projects simultaneously.

The IM will report directly to the CTO and work closely with the IT staff and program staff. The IM will apply a wide range of specialized skills and tools to complete the following specific duties and responsibilities.



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RESPONSIBILITIES INCLUDE (BUT NOT LIMITED TO):

- Provide strong leadership and technical direction of the infrastructure team as well as hands-on with operations and project work.
- Manage staff's time, development, and performance.
- Manage projects and provide project plans.
- Prepare and manage the Infrastructure group's budget.
- Communicate projects status with the team and CTO on a regular basis and run the weekly status meetings. Manage Microsoft active directory 2012, windows 2008/2012, Cisco router and switches, firewalls, storage network. VMware 6.5 Hypervisor.
- Manage the SAP environment cloud environment under Amazon Web Services (AWS).
- Analyze infrastructure, monitor system performance, and recommend improvements or changes as appropriate.
- Evaluate existing systems and business needs, design, recommend and implement system updates and/or changes as required.
- Assist with installation, configuration, troubleshooting and ongoing usability of desktop computers, peripheral equipment, and software.
- Maintain strong working knowledge of Microsoft Office products, PC based software applications, computer and network operating systems, TCP/IP protocols, network cabling switches/hubs, routers, firewalls, relays, network diagnostic tools, etc.
- Monitor and maintain computer rooms, while keeping a working knowledge of the configuration and purpose of the equipment in each room.
- Configure, monitor, and support internal and external networks.
- Provide end user support with application functionality and escalate issues as needed.
- Establish and meet work schedules within limited time frames and under tight deadlines and willingness to work off-hours as the need arises.
- Collaborate with vendors (Network, Telecom, etc.) to escalate issues and create service tickets in their external ticketing system. Communicate and deliver resolution to end users.
- Provide training to staff in related technologies.

QUALIFICATIONS:

- Bachelor' Degree or relevant technical degree.
- Minimum of 10 years of experiences with at least 5 year's management.
- Excellent experience with project planning and MS project.
- Knowledge of network cabling, switches/hubs, routers, firewalls, network diagnostic tools, network operating systems and TCP/IP protocol is essential.
- In-depth knowledge of PC, printer, file servers, print servers and network operations.
- Strong knowledge of Microsoft Windows operating systems, personal computer software set up and installation, and PC connectivity.
- Working knowledge of Microsoft Office Products, encryption software and other PC based software applications.



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- High level of proficiency and demonstrated effectiveness in problem determination and resolution.
- Microsoft Certified Systems Engineer (MSCE), CCNA4.x, VCP, CompTIA A+ Certification, and CompTIA Network + Certifications.
- Windows 2008 / 2012 Active Directory configuration / administration (DNS, DHCP, file sharing);
- Excellent knowledge of SAP HANA (SAP S / 4 HANA for public sector is a plus), SAP Basis administration and configuration. SAP Security is plus.
- Experience with Amazon Web Services (AWS) Administration is a major plus.
- Experienced in:
 - Microsoft Office 365.
 - Exchange 2013 configuration / administration;
 - Citrix NetScaler 11.x, Citrix provisioning services;
 - Active Directory Group Policy;
 - Windows 10 workstation deployment configuration / troubleshooting;
 - Windows deployment and update services;
 - VMWARE 6.5 administration including VMotion and fault tolerance;
 - EMC/Dell SAN and NAS storage support;
- Strong knowledge of Cisco switches, routing, and VPN technologies;
- Strong operational and analytical abilities, with superior communication and interpersonal skills.
- Excellent ability to communicate effectively in person and in writing with all employees, customers, and vendors.

This job description is not intended to be all inclusive, and the employee will also perform reasonable related business duties as assigned.

WHAT WE OFFER:

- Exciting opportunity to be part of New York's resurgence to greatness;
- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits;
- Promotional opportunity for dedicated professionals.

TO APPLY, please send resume and cover letter to: jobopportunities@nyshcr.org

New York State is an Equal Opportunity Employer (EOE)