*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*!

## SENIOR NETWORK ENGINEER 2 – 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 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, Internal Audit, Project Management and Information Technology 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.

The Senior Network Engineer 2 functions as one of the lead technical resources for the Information Technology (IT) team.

**DUTIES:**
Essential duties and responsibilities include the following:
- Administers and supports the Agency's Network to ensure 24/7 availability of the Agency's Primary and Disaster Recovery data centers.
- Collects/analyzes network and memory utilization and performs remedy when needed to ensure optimal Network performance and availability.
- Performs advanced Network administration, tuning, troubleshooting, and recovery procedures.
- Monitors system and vendor security alerts and installs applicable security updates to ensure that all systems are maintained at the most recent critical security patch level.
- Administers and supports SAN storage.

- Windows 2019 (or higher) Active Directory configuration / administration (DNS, DHCP, Group Policy Management, file sharing)
- LAN & WAN communications, DAG replication and MS Office O365 products.
- Administers, tunes and monitors the Agency's Internet Web Gateway.
- Works with Privilege Access Management (PAM) tool to ensure security of privileged network and service accounts.
- Windows server update and deployment service.
- Performs VMWARE administration including resource management, backups, upgrades, vMotion and fault tolerance.
- Works with software patching and deployment software to eliminate potential vulnerabilities on the Agency's endpoints.
- Works with NYS ITS with O365 requests regarding Outlook and SharePoint.
- Possesses knowledge and experience in supporting iPhone and Android cell phones, tablet devices, Wi-Fi, and peripheral devices.
- Participates in Disaster Recovery Plan initiatives, testing at recovery site and providing summary reports on success of such tests; identifies any deficiencies in Disaster Recovery procedures and incorporates appropriate changes to documentation when required.
- Works with the Agency's ISO at the Agency's multiple data center locations, assists in the planning, reviewing and implementing of system security policies and best practices, to include windows server and desktop security, host and client access, file permissions, user accounts and intermediate network appliances.
- Communicates and collaborates with IT team regarding projects, systems status, and user requests.
- Coordinates with service providers to mitigate issues such as latencies and outages.
- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Communicates with other departments to report and resolve network and operations problems.
- Consults with IT management to develop system solutions consistent with organizational objectives.
- Coordinates activities of hardware, software support and upgrades with vendors and Agency staff.
- Installs and tests network devices software upgrades.
- Develops and implements policies and procedures related to network hardware and software use and support.
- Researches and evaluates new technologies.
- Performs and maintains patching of all floor port locations (offices, cubicles, rooms, etc.)


**QUALIFICATIONS:**
- Must have 10+ year's working experience in network engineering. Network certifications are a plus;
- Windows 2019+ Active Directory configuration / administration (DNS, DHCP, file sharing);

- Active Directory Group Policy;
- Working experience supporting cloud environments.
- Working experience supporting SAN and NAS storage solutions is a plus;
- VMWARE administration including VMotion and fault tolerance;
- Knowledge of Cisco switches, routing, VPN and remote access technologies;
- Windows 10 (or higher) workstation troubleshooting / configuration;
- Windows server upgrades and deployment services;
- Strong background in network applications and administration;
- Strong background in utilizing Microsoft Office O365 applications;
- Windows PowerShell;
- Microsoft Windows Deployment Services for automating OS builds, refreshes and rollouts.
- Skyhigh (formerly McAfee) Secure Web Gateway filtering;
- Knowledge of SPAM filtering technologies;
- Trellix (formerly McAfee) EPO / Endpoint Security, Drive Encryption, DLP policies and tasks;
- Syxsense patch management or equivalent patch management a plus;
- Network backup technologies;
- Must possess excellent oral, written communications skills, and be able to work effectively with IT management, technical staff, and all levels of Agency staff.
- Must possess strong analytical skills - as evidenced by education and/or work experience.
- Bachelor's degree required; Information Technology related major is preferred; graduate credits or degree a plus.

This job description is not intended to be all-inclusive and employee will be expected to perform other reasonable related duties as assigned.

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

All internal SONYMA/HFA/AHC employees(only) are directed to apply via
internalcandidates@hcr.ny.gov
**Please Include your name in the subject line**
Applicants must include resume and cover letter
**New York State is an Equal Opportunity Employer (EOE)**