

**NYC OFFICE OF THE COMPTROLLER**

**JOB VACANCY NOTICE**

<b>Title:</b>	<b>OAISIS Help Desk Analyst</b>
<b>Salary:</b>	<b>\$50,000 - \$55,000</b>
<b>Bureau/Division:</b>	<b>Information Systems and Technology</b>
<b>Period:</b>	<b>March 3, 2016 – Until Filled</b>

**JOB DESCRIPTION**

The Bureau of Information Systems & Technology provides a full range of technology support services for key business functions and Charter mandated responsibilities of the Comptroller's Office. These services include: technology strategic planning, web site development, graphic design, disaster recovery, systems development, network administration, audio/visual services, business process re-engineering, change management, program management, security administration, help desk, computer operations, telecommunications, and support for a major mission critical document management and imaging application called OAISIS.

Under the direction of the Director of Document Management and GIS Systems, the OAISIS Help Desk Analyst serves as a junior OAISIS system administrator supporting an extensive user community to provide systems software support, and perform specialized tasks in OAISIS data analysis and reporting. Responsibilities include, but are not limited to, the following:

- Training and assisting with the day-to-day support and maintenance issues of OAISIS users including: creating new user accounts, assigning permissions, trouble-shooting user problems, defining user-requested enhancements, interfacing with vendor staff for problem resolution, and managing the file transfers of data;
- Working with our third party support vendor, Northrop Grumman, on all OAISIS support issues;
- Assisting in the research, planning, implementation, and testing of all systems software, hardware, and application enhancements of OAISIS;
- Performing ad-hoc reporting and data analysis using Crystal Reports 10, Tableau, and other tools for the various OAISIS end user communities including: Press Office, Bureau of Law & Adjustment, Bureau of Contract Administration, Bureau of Labor Law, and Bureau of Accountancy;
- Working with the Network and Operations staff to support configuration and access requirements for all OAISIS user groups;
- Resolving any OAISIS interface/processing issues with the Central Imaging Facility (CIF), which is the front end to OAISIS where documents are prepped, scanned, and indexed.
- Participating in OAISIS disaster recovery planning and testing;
- Performing other related functions and duties as required.

---

### MINIMUM QUALIFICATION REQUIREMENTS

1. BS/BA degree from an accredited college and three (3) or more years of satisfactory full-time experience in systems development and maintenance, systems programming, data communications, database or systems administration, or Help Desk operations; **or**
  2. A satisfactory combination of education and/or experience equivalent to “1” above.
- 

### PREFERRED SKILLS IN ADDITION TO MINIMUM QUALIFICATIONS

- Clearly demonstrated experience in software and system support capacity or as a major contributor in system administration, database management, or operating systems supporting an end user base in excess of 100;
  - Knowledge of Crystal Reports 10 or greater report design application, Tableau, and some experience working with the Oracle database structure (tables and relationships);
  - Familiarity with Microsoft SQL and Systems Development Life Cycle;
  - Able to assist in the support of our current production system which involves a large Oracle database on a DELL Compellent system;
  - Familiarity with the City’s OAISIS application is desirable but not required.
  - Excellent written and communication skills.
- 

**TO APPLY, GO TO: Employment Opportunities at [www.comptroller.nyc.gov](http://www.comptroller.nyc.gov)**

**Certain residency requirements may apply.** We appreciate every applicant’s interest; however, only those under consideration will be contacted.

Note: Vacancy notices listed as “Until Filled” will be posted for at least five work days.

<b>POSTING DATE:</b> March 3, 2016	<b>POST UNTIL:</b> Until Filled	<b>JVN:</b> 015/016/064
---------------------------------------	------------------------------------	----------------------------

**The NYC Comptroller’s Office is an Equal Opportunity Employer**