

City of New York
DEPT. OF HOMELESS SERVICES
Job Vacancy Notice

Civil Service Title: Computer Systems Manager	Level: M1
Title Code No: 10050	Salary: \$53,051.00/\$57,210.00 -\$145,991.00 Frequency: ANNUAL
Office Title: Desktop Support Manager	Work location: 33 Beaver Street MANHATTAN, NY 10004
Division/Work Unit: Administration/Office of Information Technology	Number of Positions: 1
Hours/Shift: Mon.-Fri. 9:00AM to 5:00PM	Agency Tracking #: 3004 POSITION#: 713

Job Description

The NYC Department of Homeless Services seeks a motivated, dynamic Desktop Support Manager to join its innovative technology team in revolutionizing Homeless Management Information Systems. The New York City Department of Homeless Services (DHS) uses the latest technologies and enterprise-wide application solutions in its groundbreaking work to prevent homelessness and improve the agency's business operations.

The ideal candidate will be experienced in a fast-paced environment, is customer-service oriented, must have a startup attitude and is willing to take on a range of responsibilities from setting strategy to handling individual requests.

As DHS's Desktop Support Manager, you will serve as one of the primary contacts for IT support needs. You and your team of support staff will be responsible for providing and maintaining reliable employee connectivity of office IT systems and desktop solutions across the agency.

RESPONSIBILITIES

- Manage IT support team and guide them in effectively and efficiently troubleshooting IT connectivity issues and related matters.
- Oversee the agency's helpdesk system and work to improve the support process.
- Assist with support tasks related to operating systems, software applications, wireless networks, networking, VoIP issues, and printers.
- Provide technical support, training, and guidance to both onsite and remote employees.
- Manage and maintain inventory of company assets, systems and peripherals system.

Qualification Requirements

1. A master's degree in computer science from an accredited college and three years of progressively more 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 at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, database administration, or planning of data processing or in the supervision of staff performing these duties; or
2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or
4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.

Preferred Skills

- Motivated with clear verbal and written communication skills
- Extensive understanding of ITSM tools, such as Service Now and Remedy
- Knowledge base cultivated from 3-5 years of experience working in an IT support/helpdesk environment
- Excellent analytic, research and computer skills with strong understanding of Mac OS X and Microsoft Windows Operating Systems
- Fluent using Microsoft Office tools such Word, Excel and Visio
- Previous experience with Google Apps interface (Gmail/Google docs)
- Certifications such as: Cisco (CCNA / CCNP), Microsoft (MCSE / MCSA / MSITP / MCP, etc.), CompTIA (A+ / Network+), or ITIL
- BA/BS degree preferred
- Experience working within Agile frameworks (Scrum)
- Strong project management skills
- Demonstrated success in managing and coordinating staff across multiple projects

Residency Requirement

New York City Residency is not required for this position.

To Apply:

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities/Careers.

For all other applicants, please go to NYC Careers by using the following link <https://a127-jobs.nyc.gov/>.

Most public libraries have computers available for use.

No phone calls, faxes, e-mails and personal inquiries permitted.

Post Date: 2/9/2016

Post Until: 2/24/2016

JVN: 071-2016-230990

The City of New York is an Equal Opportunity Employer.