

**City of New York
Department of Information Technology & Telecommunications
Job Posting Notice**

Civil Service Title: Computer Associate (Operations)	Level: 01
Title Code No: 13621	Salary: \$45,174/\$51,950 - \$65,000
Business Title: PSAC Service Center Associate	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 10
Job ID: 195936	Hours/Shift: Day - Due to the necessary technical support duties of this position in a Public Safety 24/7 operation, the candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

The successful candidate will serve as a PSAC (Public Safety Answering Center) Service Center Associate reporting to the IT Services Division. Responsibilities will include: Triage and support all E911 application and connectivity issues; provide telephone and email technical support on hardware, software, network, and telephony issues; perform proper screening of calls and maintain clear documentation by utilizing Remedy Incident Management system; participate in Service Desk management projects that enhance the quality and efficiency of services provided; administer, diagnose, and resolve basic desktop related issues; create LAN Accounts utilizing Microsoft Active Directory; troubleshoot network connectivity issues; perform password and account management; provision account access for new employees; evaluate and prioritize calls for service to determine the nature of the call and appropriate level of service required; answer emergency and non-emergency calls for service; manage procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of Service Desk functions; ensure high levels of customer service quality and availability by working closely with Tier 2, Tier 3 and Vendor support groups; monitor Service Level Agreements (SLA's) to ensure problem resolution match business expectations and timeframes; update policies and procedures that outline how issues are identified, documented, assigned and corrected; identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems; identify solutions and make effective decisions; manage incoming telephone calls and e-mails to ensure courteous, timely and effective resolution of end user issues; develop and enforce request handling and escalation policies and procedures; assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations; clearly document the problem, action taken, and end solution for a historical record; monitor and update the status of various customer problems at any given time; provide a medium through which to share knowledge regarding the evaluation and correction of technical problems with other Tier 2 & 3 Support professionals; capture data to be used by management regarding problem trends, resolution time, costs, or other metrics; contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary; monitor incident trends and anticipate potential problems for proactive resolution; and perform special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks;
or
2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;
or
4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above.

Preferred Skills

The successful candidate should possess the following: 3+ years' experience working in a service desk environment; knowledge of installation, configuration & troubleshooting; proficiency with Microsoft Office suites; Printers, and desktop/laptop hardware components; knowledge of remote desktop access software utilized to troubleshoot issues remotely; excellent verbal and written communication skills, problem solving skills, customer service and interpersonal skills; ability to multitask and perform in a high-paced/high pressure environment; ability to work independently; knowledge of Remedy ITSM or other tool; ability to clearly and concisely communicate technical information to non-technical users at all organizational levels; ability to discuss and diagnose computer hardware/software problems with remote users utilizing remote access software; experience with general TCP/IP connectivity issues in a LAN/WAN/VPN/Internet environment; excellent customer service skills and effective telephone etiquette; excellent troubleshooting and analytical skills; ability to react quickly and calmly to emergency situations, recognize and understand others' reactions; exceptional interpersonal skills, with a focus on listening and questioning skills; solid relationship management and performance management skills; ability to effectively prioritize and execute tasks in a high-pressure environment; proven analytical and problem-solving abilities; demonstrated knowledge and accomplishment in analyzing, diagnosing and recommending solutions for hardware and software problems; team-oriented and skilled in working within a collaborative environment; able to investigate and research; ability to present ideas in business-friendly and user-friendly language; knowledge of monitoring software and auto-ticketing a plus; Certification in either: A+, MCP, or MCSE; ITIL v3 certification and/or equivalent work experience.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #195936

For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #195936

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to: Department of Information Technology and Telecommunications (DoITT) Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

Posting Date: June 15, 2015

Post Until: Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.