

**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: \$46,303 - \$53,249
Business Title: Service Desk Agent	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 238339	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidates may be required to work various shifts such as weekends and/or nights/evenings.
Job Description	
<p>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.</p> <p>The successful candidate will serve as a Service Desk Agent reporting to the IT Services Division. Responsibilities will include: Triage and support all application and connectivity issues including script management, role management, and account access problems; 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; train new staff; participate in Service Desk management projects that enhance the quality and efficiency of services provided; perform SharePoint Administration and troubleshooting; administer, diagnose, and resolve Smart Phone issues; create LAN Accounts utilizing Microsoft Active Directory; troubleshoot network connectivity issues; perform password and account management; fulfill Network Drive access requests; handle provision account access for new employees; and perform special projects and initiatives as assigned.</p>	
Minimum Qualification Requirements	
<p>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;</p> <p>or</p> <p>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;</p> <p>or</p> <p>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;</p> <p>or</p> <p>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.</p>	
Preferred Skills	
<p>The preferred candidate should possess the following: 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; effective telephone etiquettes; experience in Windows XP/7 environments; proficiency with Microsoft Office suites; excellent troubleshooting and analytical skills; demonstrated knowledge and accomplishment in analyzing, diagnosing and recommending solutions for hardware and software problems; working knowledge of Microsoft applications, System Center Configuration Manager, Microsoft s Active Directory (AD) as related to integration of desktop systems into AD, and all aspects of Windows security to include any subsequent software releases/upgrades.</p>	
To Apply	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #238339 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #238339</p> <p style="text-align: center;">-or-</p> <p style="text-align: center;">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</p> <p style="text-align: center;">SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT</p>	
Posting Date: April 13, 2016	Post Until: Filled

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