



COMMISSION ON HUMAN RIGHTS

JOB VACANCY NOTICE

CIVIL SERVICE TITLE: COMPUTER ASSOCIATE (OPERATION)	LEVEL: 02
TITLE CODE NO: 13621	SALARY: \$ 55,556 - \$ 82,776
OFFICE TITLE: INFORMATION TECHNOLOGY HELP DESK SUPPORT TECHNICIAN	WORK 100 GOLD STREET, REQUIRES TRAVEL TO AGENCY'S 5 BOROUGH OFFICES
HOURS/SHIFT: 9:00 A.M. – 5:00 P.M.; ON OCCASION CANDIDATES WILL BE REQUIRED TO WORK EVENINGS AND/OR WEEKENDS TO SUPPORT THE DUTIES OF THE POSITION	

Job Description

The Commission on Human Rights (the Commission) is the agency charged with enforcing the New York City Human Rights Law (NYCHRL) – one of the most expansive civil rights laws in the nation. Through its Law Enforcement Bureau (LEB), the Commission accepts claims filed by the public, and has the power to initiate its own investigations to affirmatively root out discrimination, harassment, retaliation and other violations of the NYCHRL. The Commission's Community Relations Bureau (CRB) is empowered to take action against prejudice, intolerance, bigotry, discrimination and bias-related violence or harassment through education, trainings, outreach efforts, and other mechanisms aimed at creating partnerships and relationships with stakeholders in the community. Both bureaus collaborate closely to work towards the shared goal of fostering mutual understanding and respect among all New Yorkers and encouraging equality of treatment throughout the City.

The Information Technology Help Desk Support Technician for the Information Technology (IT) department will report directly to the IT Help Desk Manager and will support of all technology system across the various departments of the Commission including offices in each NYC borough.

Job Description:

- Support and maintenance of the Commission's IT technology including: PC and Apple desktops and laptops and mobile devices; Microsoft Windows 7 and 10 Professional Operating Systems; OS X; Citrix Xen App and Xen Desktop; SharePoint 2013; all Adobe Creative Cloud Apps; Printers and Copiers; Cisco network switches, routers and phones; custom built SQL business critical applications and other citywide required infrastructures and systems.
- Train agency employees on desktop programs.
- Manage the turnaround time on support tickets by reviewing and identifying high

priority service tickets and escalate as necessary.

- Train Help Desk interns on agency systems and provide tier 2 support to any issues they escalate.
- Provide on-site and remote support to staff across 5 offices in a professional and timely manner.
- Collaborate with other city agencies to resolve tickets in an expedient manner.
- Meet resolution goals set forth by the Help Desk manager.
- Performs all duties as needed to advance the work of the Commission.

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

- Strong relationships with organizations and groups serving diverse communities in the City and five years' experience working with some of the following people and communities: immigrants; people of color; people with limited English proficiency; people living with HIV/AIDS; lesbian, gay, bisexual and/or transgender people; people with disabilities; people with accommodations issues related to pregnancy, disability or religion; and people with criminal or arrest histories.
- Must be well organized, assertive, and able to work independently and collaboratively.
- Strong work ethic.
- Excellent attention to detail and organizational skills.
- Strong oral and written communication skills.

- Strong people skills and leadership skills.
- Familiarity with the NYCHRL.
- Knowledge of CRMs, especially with Microsoft Dynamics and/or Salesforce.
- Knowledge of Citrix XenApp and Xen Desktop.
- Knowledge of Adobe Creative Cloud Apps.

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID #: 259412 and 259413

For all other applicants: Go to www.nyc.gov/careers and search for Job ID #: 259412 and 259413

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED, SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW.

****NO PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED. ****

New York City Residency is not required for this position

**THE NYC COMMISSION ON HUMAN RIGHTS IS AN
EQUAL OPPORTUNITY EMPLOYER**

POST DATE:

POST UNTIL FILLED: