**Office Title:** IT Service Support Technician  
**Civil Service Title:** Computer Service Technician  
**Level:** 2  
**Salary Range:** $51,065 - $60,000  
**Division / Work Unit:** Information Technology Division/PCNS IT Services  
**Number of Positions:** 1  
**Job ID:** 537071  
**Hours / Shift:** Monday – Friday (9am -5pm)  
**Position Status:** Full-Time / Permanent  
**Application Deadline:** Until Filled

**DISCLAIMER:** The NYC Department of City Planning does not offer Sponsorship, of any kind, for any type of employment opportunity.

**THE AGENCY**
The Department of City Planning (DCP) plans for the strategic growth and development of the City through ground-up planning with communities, the development of land use policies and zoning regulations applicable citywide and sharing its perspectives on growth and community needs with sister agencies in collaboration with the Office of Management and Budget (OMB).

DCP’s six strategic objectives include: (a) catalyze long-term neighborhood improvement through integrated planning and targeted accompanying public investments; (b) encourage housing production, affordability, and quality; (c) promote economic development and job growth; (d) enhance resiliency and sustainability of neighborhoods; (e) ensure integrity, timeliness and responsiveness in land use reviews; and, (f) supply objective data and expertise to a broad range of planning functions and stakeholders.

Central to its mission, DCP supports the City Planning Commission in its annual review of approximately 450 land use applications. The Department also works closely with OMB in developing the Ten-Year Capital Strategy, and helping administer the $1 billion Neighborhood Development Fund, geared toward ensuring that growing neighborhoods undergoing rezoning have accompanying infrastructure investments.

The New York City Department of City Planning is a great place to work – cultivating intellectual inspiration, professional development and creativity. Visit our website at www.nyc.gov/planning to access the full listing of job opportunities and to learn more about our great agency.
THE DIVISION
The Information Technology Division (ITD) is responsible for DCP’s IT footprint. This includes on-premises technology infrastructure, cloud services, custom applications, commercial off-the-shelf solutions, and data products and pipelines that help the agency improve urban planning and business decision-making. ITD is comprised of staff with specialties in application development, data processing, product management, business analysis, data visualization and mapping, desktop support, server engineering, and many others.

The PC and Network Services (PCNS) section within ITD provides for the sustained, efficient, and effective delivery of IT services, including the provision and maintenance of all agency desktop and laptop\MacBook computers and related hardware and software. PCNS also manages the agency’s local and wide area networking infrastructure inclusive of Active Directory, Networking, Virtual (VMware) and Cloud AWS/Azure Infrastructure, IT Asset System, Agency issued smartphones, printers, plotters, video conferencing systems and telecommunications services. The Help Desk staff responds to requests for help and assistance with computer related problems.

THE ROLE
The PCNS section seeks a talented and versatile Desktop Support Technician to join its team of dedicated IT Services Team. The successful DCP IT Services Support Engineer will support the following activities:

- Assisting with the increasing level of software patching compliance requirement on the Windows, MacOS, iOS and Android endpoint platforms.
- Performing desktop and laptop setups.
- Conducting software and hardware peripheral device installations.
- Salvaging obsolete IT equipment.
- Performing hardware and software troubleshooting.

PREFERRED QUALIFICATIONS:
Intermediate experience in desktop software installations, PC and laptop hardware, HP Printers, iPhones, iPads and Macs.

- Experience using the following software:
  - MS Windows 10
  - MS Office 365
  - Outlook, Word, Excel, PowerPoint, OneDrive
  - Microsoft Teams, Zoom or WebEx Video Conferencing platforms
- Strong verbal communication skills.
- Ability to work with a variety of personality types.
- Familiarity with word processing and spreadsheets.
- Experience working with inventory control is helpful but not necessary.
- Ability to work well independently and in a group.
- High level of professionalism and organizational skills.
- Detail oriented, quick learner and the ability to adapt quickly and efficiently in a fast-paced environment.
- Ability to lift computer equipment up to a weight of 50 pounds.

MINIMUM REQUIREMENTS:
Authorization to work in the United States is required for this position. NYC Department of City Planning does not provide sponsorship for international employees. Applicants are responsible for ensuring that they meet all minimum qualifying requirements for this position, at the time of application.

1. A four-year high school diploma or its educational equivalent approved by a state’s Department of Education or recognized accrediting organization and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year high school diploma or its educational equivalent approved by a state’s Department of Education or recognized accrediting organization and graduation from a certified technical training program in computer maintenance and repair; or
3. A satisfactory combination of education, training and/or experience equivalent to “1” or “2” above. Experience of the type described in “1” above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have either one year of the type of experience described in “1” above, or graduation from a certified technical training program as described in “2” above.

Driver License Requirement: By the time you are appointed to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, license suspensions or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

TO APPLY: All applications must be submitted through ESS

City Employees
1. Log in to ESS.
2. Search for job ID number: 537071
3. Click on the job business title: IT Service Support Technician
4. Click on “Apply Now” at the bottom of the posting

Non-City Employees – Please visit: https://www1.nyc.gov/jobs/ and follow the steps below:
1. Search for job ID number: 537071
2. Click on the job business title: IT Service Support Technician
3. Click on “Apply Now” at the bottom of the posting

Only applicants under consideration will be contacted. Appointments are subject to Office of Management and Budget (OMB) approval.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

PLEASE NOTE: New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with a Human Capital representative.

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at nyc.gov/studentloans.