BOARD OF CORRECTION

CITYWIDE JOB VACANCY NOTICE

Agency Title: Information Technology Associate	**Work Location:** 1 Centre Street, New York, New York 10007 (with periodic time at Rikers Island office)
Hours/Shift: Full-time	**Number of Positions:** 1
Title Code No: 13621	**Level:** 01
Proposed Salary Range: $46,303 - $52,000	**Civil Service Title:** COMPUTER ASSOC (OPERATIONS)

About the New York City Board of Correction
The New York City Board of Correction (BOC) is a nine-person, non-judicial oversight board that regulates, monitors and inspects the correctional facilities of the City. The Mayor, City Council and presiding justices of the Appellate Division of the Supreme Court for the first and second judicial departments (in joint nomination with the Mayor) appoint BOC Board members. It is one of the earliest independent oversight Boards of custodial and detention settings in the United States; its original Board members were appointed in 1957. In 1977, the Board's role was expanded.

The City Charter mandates the Board's five functions:
- Establish and ensure compliance with minimum standards "for the care, custody, correction, treatment, supervision, and discipline of all persons held or confined under the jurisdiction of the Department of Correction."
- Investigate serious matters and unusual incidents
- Review grievances from inmates and staff
- Evaluate the performance of the NYC Department of Correction (DOC)
- Make recommendations on areas of key correctional planning

In 1978, the Board established the Minimum Standards for NYC Correctional Facilities, a set of sixteen Standards considered the basic elements necessary to promote a safe, secure and humane jail environment. The Board adopted Mental Health Standards in 1985 and Heath Care Standards in 1991. In the coming months, the Board will focus on areas including sexual violence prevention, mental health, and specialized housing.

BOC has a staff of 20 people (planned expansion to 27), with offices in lower Manhattan and Rikers Island, and an annual budget of $2.5 million. With new Board and executive staff leadership, and during this period of significant jail reform and public attention, the BOC is poised to help advance change and improvements within the jails. The BOC is reviewing its core vision and strategies in an effort to re-set and effect change toward smaller, safer, fairer, and more humane jails.

Job Description
The Information Technology Associate is an entry to mid level position and critical team member. The Associate will be supervised by the Director of Information Technology and serve as a member of BOC's research team.

The Associate's responsibilities will include:
- Serving as a technical resource person in the monitoring, troubleshooting, diagnosis, and problem resolution of computer operations
- Updating the website and performing website maintenance
- Troubleshooting desktop (passwords, printing, etc.), telecommunications, and video conferencing issues
- Installing and updating software
- Monitoring support tickets with the Department of Information Technology and Telecommunications (DoITT) and coordinating BOC employee DoITT accounts
- Organizing and monitoring data received from the Department of Correction (DOC) to ensure BOC receives all scheduled reports
- Installing and setting up new equipment in main office and in Rikers Island office.
- Maintaining agency inventory of computer related hardware
- Performing data entry and data queries

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.

Experience/Skills Strongly Preferred

- Proficient in MS Office products such as Word, Excel and Outlook and Powerpoint with an ability to troubleshoot users issues and provide training to staff
- Familiarity with HTML
- Familiarity with relational databases in general, SQL Server in particular
- Familiarity with ASP.NET
- Ability to handle confidential and sensitive information in a professional manner with discretion and integrity
- A valid NY State driver's license
- Ability to work independently
- An interest in the Board of Correction's mission and mandate

To Apply:

For City employees: Go to Employee Self-Service (ESS)-www.nyc.gov/ess and search for Job ID# 237878.

For all other applicants: Go to www.nyc.gov/careers and search for Job ID# 237878.

Please indicate in your cover letter where you learned of this career opportunity.

POST DATE: April 6, 2016	POST UNTIL: filled	JVN: 237878

Appointments are subject to Office of Management and Budget approval.

The City of New York is an equal opportunity employer and committed to diversity.

Submission of an application does not guarantee an interview. Only candidates under consideration will be contacted.

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 the agency representative at the time of interview.