

**City of New York
DEPARTMENT OF CORRECTION
Job Posting Notice**

Civil Service Title: Computer Associate (Operations)	Level: I
Title Code No: 13621	Salary: \$45,174/\$51,950-\$65,823 Frequency: ANNUAL
Business Title: IT Support Analyst	Work Location: 75-20 Astoria Boulevard, East Elmhurst, New York 11370
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 196908	Hours/Shift: Day Tour
Job Description	
<p>The New York City Department of Correction has a career opportunity for a candidate to serve as a Support Analyst in the Information Technology Division. The successful candidate will log, track and work with others in IT to resolve departmental employees' IT issues and requests; provide first level support for all issues/requests communicated to the User Support Desk; use documentation, procedures and tracking applications (Service Desk) to evaluate, understand and process all service requests; document reported issues received and either resolve or escalate as appropriate; function as the single point of contact for the end-user on all status updates for pending issues and requests until they are resolved; ensures all service desk tickets are assigned to the appropriate groups for all technical areas including but not limited to PCs, software, applications, user accounts, E-mail, and mobile devices. The incumbent will also be responsible for supporting the information technology needs of all DOC employee users throughout the organization by providing good, clear, oral and written communication with end users, peers and management; responds to calls and questions in a professional and courteous manner; consistently demonstrate good technical knowledge, organizational and multitasking skills and ability to adapt to changes in procedures and technology; and perform related duties as assigned.</p>	
Minimum Qualification Requirements	
<ol style="list-style-type: none"> 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	
<p>Self-directed with the proven ability to take initiative as a problem solver; detail oriented and capable of multi-tasking; Ability to thrive in a fast-paced, deadline driven, constantly evolving, dynamic environment; Knowledge of computer systems and applications to provide technical assistance, monitoring, diagnosis and troubleshooting;</p> <p>Strong organizational, analytical, interpersonal and communication skills.</p>	
Residency Requirement	
New York City Residency is not required for this position.	
To Apply	
<p>For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID#196908.</p> <p>For all other applicants: Go to www.nyc.gov/careers and search for Job ID#196908.</p> <p>Submission of a resume is not a guarantee that you will receive an interview. Only those candidates under consideration will be contacted.</p>	
Posting Date: 06/15/2015	Post Until Filled

The City of New York and The New York City Department of Correction are Equal Opportunity Employers