City of New York
DEPARTMENT OF CORRECTION
Job Posting Notice

Civil Service Title: Computer Associate (Software)	Level: I
Title Code No: 13631	Salary: $58,721/67,529-$81,405 Frequency: ANNUAL
Business Title: Senior Desktop Associate	Work Location: 75-20 Astoria Boulevard, East Elmhurst, New York 11370
Division/Work Unit: Information Technology	Number of Positions: 2
Job ID: 190271	Hours/Shift: 7am-3pm /3pm-11pm, some weekends required

Job Description

The Department of Correction is seeking a Senior Desktop Support Associate who under direct supervision, with moderate latitude for independent initiative and judgment, will be responsible for the configuration, installation, maintenance, trouble shooting and repair of PC's, Printers, Laptops, Tablets, Thin Clients and various other devices. Supports and maintains all Windows- based operating systems including XP, Windows7 and 8. Provides support and maintenance on all Microsoft office suite applications and various other desktop applications such as Adobe and McAfee. Troubleshoot and repair both local & wide area network communication problems involving cabling and network switch connectivity. Provide accurate and detailed documentation of resolutions in the DOC Ticketing system. Candidate must demonstrate excellent written and verbal communications and be prepared to provide exceptional customer service.

Minimum Qualification Requirements

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and one (1) year of satisfactory fulltime technical support experience PC installation/configuration, software installation, and/or network support
(2) A four year high school diploma or its educational equivalent and five (5) years of full-time satisfactory computer software experience as described in "1" above; or
(3) A satisfactory combination of education and experience that is equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. In addition, twenty-four (24) semester credits from an accredited college or graduate school in computer science or a related field, or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience. However, all candidates who attempt to qualify under option "3" must have at least a four year high school diploma or its educational equivalent and at least two years of satisfactory full-time technical support experience as described in (1)

Preferred Skills

Knowledge and experience installing and configuring Windows 7 & 8 desktops in an enterprise environment;
Excellent verbal and written communication skills;
Experience in desktop support and wireless network technologies;
Ability to work on multiple projects simultaneously;
Capable of lifting and installing equipment up to 50 lbs.

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess. Click on Recruiting Activities > Careers and search for Job ID#190271.

For all other applicants: Go to www.nyc.gov/careers/search and search for Job ID#190271.

Submission of a resume is not a guarantee that you will receive an interview.
Only those candidates under consideration will be contacted.

Posting Date: 04/13/2015	**Post Until Filled**

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