

**City of New York  
Department of Information Technology and Telecommunications  
Job Vacancy Notice**

<b>Civil Service Title:</b> Telecommunications Associate (Data)	<b>Level:</b> 01
<b>Title Code No:</b> 20246	<b>Salary:</b> \$33,827/\$38,901-\$50,000
<b>Office Title:</b> Service Desk Agent	<b>Work location:</b> 11 Metrotech
<b>Division/Work Unit:</b> IT Operations & Service Delivery	<b>Number of Positions:</b> Multiple

**Hours/Shift:** Various (Days/Nights)

**Job Description  
(New York City Residency required within 90 days of appointment)**

Responsibilities will include: Provide telephone and email technical support on hardware, software, network, and telephony issues; Manage calls from intake to solution; Perform proper screening of calls and maintaining clear documentation by utilizing Remedy Incident Management system; Ensure all requests are handled in a timely and accurate manner; Make certain service levels are being met or exceeded; Follow proper escalation procedures; Ensure user calls are responded to in a timely manner; Ensure user profiles are created and updated with accurate information to maintain an accurate user database; Reviews and follow up on Remedy tickets in Service Desk queue.

**Qualification Requirements**

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or
2. An associate degree from an accredited college including or supplemented by 12 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area and two years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and three years of experience as described in "1" above; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. A college education may be substituted for experience on the basis of six months of experience as described in "1" above for each 30 semester credits of undergraduate college education including or supplemented by 6 semester credits in data telecommunications/networking or in a pertinent scientific, technical, electronic or related area for a maximum of two years. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of the experience as described in "1" above.

**Essential Skills**

The preferred candidate should possess: Knowledge of service desk functions and operations; Familiarity with networking; Strong written and verbal communications skills is a must; Excellent customer service skills; Ability to work independently; Knowledge of Remedy ITSM or other tool is preferred; Excellent customer relations skills; Effective telephone etiquette.

**To Apply:**

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:  
Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office - 75 Park Place - 5th Floor - New York, NY 10007

-or-

e-mail to [ITrecruit@doitt.nyc.gov](mailto:ITrecruit@doitt.nyc.gov) (indicate 'JVN 1464 - Service Desk Agent' in subject line)

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

**Post Date:** 6/20/08

**Post Until:** 7/3/08

**JVN:** 858-2008-001464

**The City of New York is an Equal Opportunity Employer.**