

CIVIL SERVICE TITLE: College Aide, Level 2	TITLE CODE NO.: 10209-02
OFFICE TITLE: Help Desk Technician	SALARY: \$13.50 to \$17.47 (Per Hour)
DIVISION/WORK UNIT: Information Technology	WORK LOCATION: 156 William Street, New York, New York 10038
HOURS 17 hours per week (while classes are in session) Up to 35 hours per week (while classes are not in session)	NUMBER OF POSITIONS: 8
JOB DESCRIPTION:	
<p>Under the supervision of the Director of the DYCD Information Technology (IT) Help Desk provides end-user support in routine and non-routine hardware and software problems by diagnosing problems, offering solutions and responding to inquiries in a timely manner. The Help Desk Intern will also assist in hardware set up and PC moves as well as software installation, including assessment of end-user needs. This position will also include the physical organization of hardware and software including moving and lifting heavy (up to approximately 40 lbs.) equipment, as well as conducting physical inventories of equipment and maintaining inventory databases.</p>	
PREFERRED SKILLS:	
<ul style="list-style-type: none"> • Strong commitment to customer service and ability to work in a fast-paced environment • An excellent working knowledge of Microsoft Windows 7 (and later) operating software and Microsoft Office 2003 (and later) desktop applications 	
MINIMUM QUALIFICATIONS:	
<p>For Assignment Level I: Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college or graduate school.</p> <p>For Assignment Level II (Information Technology): Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college or graduate school with a specific course of study in information technology, computer science, management information systems, data processing, or closely related field, including or supplemented by 9 semester credits in an acceptable course of study.</p> <p>For Assignment Level III (Information Technology Fellow): Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college or graduate school with a specific course of study in information technology, computer science, management information systems, data processing, or other area relevant to the information technology project(s) assigned, including or supplemented by 9 semester credits in an acceptable course of study. Appointments to this Assignment Level will be made by the Technology Steering Committee through the Department of Information Technology and Telecommunications.</p>	
SPECIAL NOTE	
<p>Maximum tenure for all Assignment Levels in the title of College Aide is 6 years. No student shall be employed more than half-time in any week in which classes in which the student is enrolled are in session. Students may be employed full-time during their vacation periods.</p>	
<p>APPOINTMENTS ARE SUBJECT TO OFFICE OF MANAGEMENT AND BUDGET (OMB) APPROVAL NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT Candidates with two (2) years of City service may reside in New York City, Nassau, Orange, Rockland, Suffolk, Putnam or Westchester counties.</p>	
<p>To APPLY: Search for the Job ID# 169367 External Candidates please go to www.nyc.gov/careers Current NYC employees please go to www.nyc.gov/ess</p>	
<p>ALL APPLICATIONS MUST BE SUBMITTED VIA THE ONLINE PORTALS MENTIONED ABOVE. SUBMISSION OF AN APPLICATION DOES NOT GUARANTEE AN INTERVIEW. ONLY CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.</p> <p>*If you do not have access to a personal computer, please visit your local library*</p>	
POST DATE: 10/1/2014	POST UNTIL: Until Filled
JOB ID #: 169367	

The City of New York and the Department of Youth and Community Development is an Equal Opportunity Employer.