NEW YORK CITY FIRE DEPARTMENT
JOB VACANCY NOTICE

CIVIL SERVICE TITLE
Computer Associate (Software) – Level I

JOB ID #
169647

OFFICE TITLE
Deskside Associate

SALARY
$58,721 - Minimum salary for full-time employees with less than 2 years of City service
$67,529 - Minimum salary for full-time employees who have 2 years of City service

BUREAU/DIVISION/UNIT
Technology Development & Systems

LOCATION
9 MetroTech Center
Brooklyn, New York

JOB DESCRIPTION:
The selected candidate will be assigned to support the FIRES Project and be managed by the BTDS Deskside Support Services (DSS). Responsible for the deployment, maintenance, troubleshooting and repair of personal computers and peripherals. Involves the configuration, installation, maintenance and repair of computer workstations, laptops and tablet devices. Provide assistance to FIRES project team and other staff by answering questions and in maintaining and supporting: standard desktop and tablets and Accela specific applications, and the support of network and locally attached printers. Oversee vendor HW/SW installations. Utilize help desk management information (HDMI) software for administrative, work-order and inventory control functions. Troubleshoot and repair local area network (LAN) communication problems involving routers, hubs, switches, and modems. Troubleshoot and resolve LAN/WAN hardware and software-related problems. Participate in researching new desktop technologies (HW & SW), and special deployments for the Accela and other projects. Work location is varied at HQ in Metro Tech, Brooklyn and at field locations throughout the City of New York, travel by operating agency vehicles and other means. Shift work may be required, including weekdays, weekend and holidays as required by the Agency, an emergency services provider.

QUALIFICATION REQUIREMENTS:
1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in computer science or a related computer field and one year of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming or data communications; or
2. A four-year high school diploma or its educational equivalent and five years of satisfactory full-time computer software experience as described in "1" above; or
3. Education and/or experience 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 60 semester credits from an accredited college is equated to one year of experience. In addition, 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 must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience as described in "1" above.

PREFERRED SKILLS:
Driver's license valid in the State of New York

TO APPLY: PLEASE GO TO NYC.GOV/JOBS OR CITY EMPLOYEES MUST APPLY VIA EMPLOYEE SELF SERVICE (NYC.GOV/ESS). PLEASE REFER TO JOB ID # 169647

*PLEASE NOTE THAT ONLY THOSE CANDIDATES CONSIDERED FOR AN INTERVIEW WILL BE CONTACTED.

DATED: September 30, 2014

*POST UNTIL*: UNTIL FILLED

The Fire Department is an Equal Opportunity Employer.