NEW YORK CITY FIRE DEPARTMENT  
JOB VACANCY NOTICE

<table>
<thead>
<tr>
<th>CIVIL SERVICE TITLE</th>
<th>JOB ID#</th>
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<tbody>
<tr>
<td>Supervising Computer Service Technician</td>
<td>171888</td>
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<tr>
<th>OFFICE TITLE</th>
<th>SALARY</th>
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| Field Supervisor | $54,201 - Minimum salary for full-time employees with less than 2 years of City service  
$62,331 - Minimum salary for full-time employees who have 2 years of City service |

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<th>BUREAU/DIVISION/UNIT</th>
<th>LOCATION</th>
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| Technology Development & Systems/ Computer Network Services | 9 MetroTech Center  
Brooklyn, New York |

**JOB DESCRIPTION:**
The selected candidate will be assigned to support the Accela Project and be managed by the BTDS Desktop Support Services (DSS) Group. The Field Supervisor will be responsible for the deployment, maintenance, troubleshooting and repair of personal computers and peripherals. Involves the configuration, installation of OS and applications, maintenance and repair of Windows workstations, laptops and tablet devices. Provide assistance to Accela 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. Supervise Tech support staff assigned to Accela project. Oversee vendor HW/SW installations. Utilize Service Desk Express (Magic Help Desk) 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. May be required to travel to other locations.

Work tour is five days per week but may be changed to meet the requirements of the agency and emergency services provides.

**QUALIFICATION REQUIREMENTS:**
1. A four-year high school diploma or its educational equivalent and four years of satisfactory, full-time experience in computer maintenance and repair, one year of which must have been in the supervision of staff performing computer maintenance and repair; or
2. Education and/or experience equivalent to "1" above. However, all candidates must have the one year of supervisory experience as described in "1" above. Graduation from a certified technical training program in computer maintenance and repair may be substituted for one year of the general experience.

**License Requirement**
A Motor Vehicle Driver License valid in the State of New York.

**PREFERRED SKILLS:**
CompTIA A+ certification.

**TO APPLY:** PLEASE GO TO NYC.GOV/CAREERS OR CITY EMPLOYEES MUST APPLY VIA EMPLOYEE SELF SERVICE (NYC.GOV/ESS). PLEASE REFER TO JOB ID # 171888

ONLY THOSE CANDIDATES CONSIDERED FOR AN INTERVIEW WILL BE CONTACTED.

**DATED:** October 31, 2014  
**POST UNTIL:** UNTIL FILLED

The Fire Department is an Equal Opportunity Employer