NEW YORK CITY FIRE DEPARTMENT
JOB VACANCY NOTICE

CIVIL SERVICE TITLE
Computer Associate (Tech Support) L-I

Title Code #  13611

OFFICE TITLE
HQ Desktop Support

SALARY
$43,292-Minimum salary for full-time employees with
less than 2 years of City Service
$49,786-Minimum salary for full-time employees with
more than 2 years of City Service

BUREAU/DIVISION/UNIT
Technology Development & Systems/Computer &
Network Services

LOCATION
9 MetroTech Center, Brooklyn, New York

JOB DESCRIPTION
The selected candidate will be assigned to the Desktop Support Group and will be responsible for the deployment,
maintenance, troubleshooting and repair of tablets, computers and peripheral which involves the configuration, installation,
maintenance and repair of Windows 7 & 8 tablets, workstations and laptops; provide assistance in maintaining and
supporting Tablet & Desktop applications, the support of network and locally attached peripherals; utilize Magic Help Desk
software for administrative and inventory control functions; Troubleshoot and repair both local & wide area network
communication problems involving routers, hubs, switches, and modems; provide accurate and detailed documentation of
resolutions and equipment used.

QUALIFICATION REQUIREMENTS:
1. A baccalaureate degree from an accredited college and two years of satisfactory full-time experience, acquired
within the last seven years, in mainframe computer, mid-range computer and/or LAN or WAN computer
environments in the areas of tape library, data entry or production control; or

2. An associate degree or 60 semester credits from an accredited college and three years of satisfactory full-time
experience, acquired with the last seven years, as described in “1” above; or

3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time
experience, acquired with the last seven years, as described
in “1” above; or Education and/or experience equivalent to “1”, “2”, or “3” above.

4. Undergraduate college credit can be substituted for experience on the basis of 3 semester credits, from an
accredited college, for six months of experience. However, all candidates must have at least a four-year high
school diploma or its educational equivalent and two years of satisfactory full-time mainframe computer, mid-
range computer, and/or LAN or WAN computer experience, acquired within the last seven years, in the areas of
tape library, data entry, or production control.

PREFERRED SKILLS:
Must possess a valid New York State driver license.

NOTE: New York City residency is required within 90 days of appointment. However, City employees in certain titles who have
worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland,
or Orange County.

Please note that only candidates considered for an interview will be contacted.

TO APPLY:
NON-CITY EMPLOYEES/EXTERNAL CANDIDATES PLEASE GO TO WWW.NYC.GOV/JOBS.
CITY EMPLOYEES MUST APPLY VIA EMPLOYEE SELF SERVICE (NYC.GOV/ESS). REFER TO JOB ID # 187067.

DATED: March 30, 2015  "POST UNTIL": Until Filled

“FDNY is ranked as the top place to work among gov’t agencies; and 17th overall among 500 employers among large U.S. companies,
nonprofits, gov’t agencies, and U.S. divisions of multi-national.”
-Forbes magazine, on “America’s Best Employers 2015”

The Fire Department is an Equal Opportunity Employer.