

**NYC EMERGENCY MANAGEMENT
CITYWIDE JOB VACANCY NOTICE**

Civil Service Title: **EMERGENCY PREPAREDNESS SPECIALIST**
Title Code No.: **06766**
Salary: **\$57,500-\$76,000**
Office Title: **DESKTOP SUPPORT TECHNICIAN**
Division/Work Unit: **Office of the Chief Operating Officer/MIS**
Work Location: **165 CADMAN PLAZA EAST BROOKLYN, NY 11201**
Hours/Shift: **9 – 5/M – F**
Number of Positions: **2**

ABOUT NEW YORK CITY EMERGENCY MANAGEMENT

New York City Emergency Management (NYCEM) helps New Yorkers before, during, and after emergencies through preparedness, education, and response. NYCEM is responsible for coordinating citywide emergency planning and response for all types and scales of emergencies. We are staffed by more than 200 dedicated professionals with diverse backgrounds and areas of expertise, including individuals assigned from other City agencies.

The Management Information systems Unit provides all technology support for NYC Emergency Management staff, including hardware, software, and licensing. The unit also maintains the technology and computer systems of the entire agency and all of its resources.

JOB DESCRIPTION

Under the supervision of the Chief Technology Officer, the candidate will assist staff with technical support of desktop and laptop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique problems. The position utilizes one-on-one consultancy to end-users. The position's responsibilities require independent analyses, communication and problem-solving.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily:

- Assist staff with configurations and the ongoing usability of desktop computers, peripheral equipment (ex. KVM) and software within established standards and guidelines, including troubleshooting issues with software, hardware, and operating systems
- Work with vendor support contacts to resolve technical problems with Audio Video equipment & desktop computing equipment and software
- Maintain and updates desktop and laptop images
- Maintain the integrity of the technology inventory system
- Review/escalate/resolve helpdesk tickets
- Work with procurement staff to purchase hardware and software
- Coordinate IT related interagency planning activities, such as meeting and workgroups
- Coordinate IT related activities in the field during large multi-agency incidents; coordinates requests for IT resources; work with government agencies to provide IT assistance
- Other duties as assigned

The selected candidate will be assigned to periodic Emergency Operations Center team and will be expected to work non-business hours during emergencies. The selected candidate will also participate in drills and exercises, assist with Ready NY presentations to external groups, and will undertake special projects as assigned.

QUALIFICATION REQUIREMENTS

1. A master's degree from an accredited college in emergency management, public administration, urban planning, engineering, economics, political science, the physical sciences or related field and one year of satisfactory full-time professional experience in one or a combination of the following: emergency management, fire or police or military service, public safety, public health, public administration, urban planning, engineering, or another specialized area to which the appointment is to be made; or
2. A baccalaureate degree from an accredited college and two years of satisfactory full-time professional experience in the areas listed in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a state's department of education or a recognized accrediting organization and six years of satisfactory full-time professional experience in the areas listed in "1" above, at least two years of which must have been in one of those areas, or another specialized area to which the appointment is to be made.

NOTE: New York City residency is generally 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. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

NOTE: As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

PREFERRED SKILLS

- Windows 10; Office 2019, Microsoft 365, Azure AD
- Helpdesk Software experience, Track-it preferred
- Audio Video Experience, Exterity preferred
- Call Recording software Experience, NICE recording preferred
- iOS/Android Device Experience; Citrix, Intune & Apple MDM Experience preferred
- Detail oriented, as well as excellent multitasking skills a plus
- Recommended Certifications: MTA, MCP, MCSA

To APPLY

Current City Employees: Apply via Employee Self-Service (ESS). Go to Recruiting Activities → Careers and search **Job ID# 485162**

AND

Send a copy of your resume & cover letter to jobs@oem.nyc.gov. Please include in the subject line the Job ID# 485162 and **how you heard about this posting**.

Non-City Employees/External Candidates: Apply via NYC Careers. Go to www.nyc.gov/careers/search and search **Job ID# 485162**

AND

Send a copy of your resume & cover letter to jobs@oem.nyc.gov. Please include in the subject line the Job ID# 485162 and **how you heard about this posting**.

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

POSTING DATE: 9/14/21	POST UNTIL: FILLED	JVN: 017/22/675
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-AN EQUAL OPPORTUNITY EMPLOYER-
Special accommodations will be provided for people with disabilities