CITYWIDE JOB VACANCY NOTICE

The New York City Administration for Children's Services protects New York City's children from abuse and neglect. Along with our community partners, Children's Services provides neighborhood-based services to help ensure children grow up in safe, permanent homes with strong families.

CIVIL SERVICE TITLE: Computer Aide

LEVEL: I

TITLE CODE NO: 13620

SALARY: $34,563 - $44,739
NON-CITY MINIMUM: $34,563
CITY MINIMUM*: $39,747

FUNCTIONAL TITLE: Desktop Support Technician

DIVISION/WORK UNIT: Administration/MIS

NUMBER OF POSITIONS: 1

WORK LOCATION: ACS Locations throughout (5) NYC boroughs

* Current City Employees with two (2) or more years of continuous City service are eligible for the City Minimum rate.

JOB DESCRIPTION:

Under supervision, with latitude for independent action and the exercise of independent judgment, the Desktop Support Technician is responsible to provide technical support to all ACS users for software, hardware, and network problems. The candidate specific duties will include:

- Identify, diagnose, and resolve Level One IT problems related to personal computer hardware and software applications at assigned site(s)
- Deliver, setup, and configure end-user desktop & laptop computer hardware, software, Printers, BlackBerry Cell Phones, and peripherals
- Assist in maintaining an inventory of IT hardware and software assets
- Conduct end user technical training as needed
- Assist other members of the Technical Operations team with hardware/software/network technical assistance as needed
- Coordinate timely repair of PC computer equipment covered by the third-party vendor maintenance agreements
- Handle the moves which requires uninstall/install, lift and pack/unpack Desktop Computer equipment with peripherals
- Answer calls and respond to emails related to IT support
- Use remote access software to troubleshoot technical problems
- Use Service Desk software to manage assigned workload and update the problem tickets with detailed resolution
- Setup projectors and video conferencing equipment

PREFERRED SKILLS:

The preferred candidate should possess working knowledge to install, configure & troubleshoot: Microsoft Windows XP/Windows 7, Office 2003/2007, Outlook/Exchange, Project, Visio, IE, Printers, and desktop/laptop hardware components. Experience configuring and troubleshooting PDA's and/or Smart phones. Knowledge of remote desktop access software preferably Bomgar to troubleshoot issues remotely; working knowledge of Local and Wide Area networking experience and knowledge of Microsoft Windows Server; knowledge of approaches, tools and techniques for recognizing and resolving technical (hardware, software, application) problems ; Certified in either A+, MCP or MCSE; verbal and written communication skills, problem solving skills, customer service and interpersonal skills; Ability to multitask and perform in a high-paced/high-pressure environment; ability to work independently or within a group to resolve an issue; ability to communicate with different levels of the organization; strong team player with service-oriented attitude and customer focus; ability to provide effective and efficient real-time support for a variety of desktop computer, and users proven experience with solving computer related issues via the phone or remote desktop.

QUALIFICATION REQUIREMENTS:

1. A four-year high school diploma or its educational equivalent, plus **(a)** six months of satisfactory full-time mainframe and/or mini computer operations experience acquired in the past year, or **(b)** graduation from an approved technical school (approximately 675 hours) with a specialization in mainframe or mini computer operations; or
2. An associate degree or 60 semester credits from an accredited college including or supplemented by 12 semester credits in mainframe and/or mini computer operations; or
3. Education and/or experience equivalent to "1" or "2" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits, from an accredited college, including or supplemented by 6 semester credits in mainframe and/or mini computer operations, for 3 months of experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

ADDITIONAL REQUIREMENTS:

Section 424-A of the New York Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-caring responsibilities has been the subject of a child abuse and maltreatment report.
New York City residency required within 90 days of appointment.

To apply for this assignment, please submit your cover letter/resume electronically using one of the following methods:

ADMINISTRATION FOR CHILDREN'S SERVICES EMPLOYEES: Visit the ACS Intranet and select the *'Jobs'* icon

ALL OTHER APPLICANTS: Visit the www.nyc.gov/acs internet page and select the *'Work at ACS'* link.

Your resume may be considered for additional assignments for which you are qualified. Only applicants scheduled for interviews will be contacted.
Submission of application is not a guarantee that you will receive an interview.

POST DATE: 6 / 21 /12	POST UNTIL: 7 / 5 / 12	JVN: 067-12-10855C

Note: All resumes must be received no later than the last day of the posting period.

Michael R. Bloomberg
Mayor

Ronald E. Richter
Commissioner

The City of New York and the Administration for Children's Services are Equal Opportunity Employers Committed to Diversity