

QUEENS COUNTY DISTRICT ATTORNEY'S OFFICE
JOB VACANCY NOTICE

Civil Service Title: Community Associate
Title Code Number: 56057 Salary Range: \$32,321 / 37,169 - \$53,788
Office Title: Technical Support Work Location: Kew Gardens, NY
Division/Work Unit: Systems Management Number of Positions: 1
Hours/Shift: Day / May be required to work various shifts and overtime including nights and weekends.

JOB DESCRIPTION

The Queens County District Attorney's Office is seeking a candidate to fill a combination position of Help Desk Support and PC Maintenance. Responsibilities will include: identifying, researching and resolving technical problems; responding to telephone calls, e-mail and personnel requests for technical support; maintain analyze, troubleshoot, repair, upgrade or replace computer hardware, peripherals and software systems; document, track and monitor problems to ensure a timely resolution.

PREFERRED SKILLS

Associates degree, technical certification and 1-2 years of prior help desk experience is preferred; must have demonstrated experience and proficiency installing, configuring and supporting software, hardware and connectivity components of Windows XP workstations; must have strong communication and customer service skills; knowledge of Corel WordPerfect Suite, GroupWise and basic networking preferred.

QUALIFICATION REQUIREMENTS

1. A four-year high school diploma or its educational equivalent and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year high school diploma or its educational equivalent and graduation from a certified technical training program in computer maintenance and repair; or
3. Education and/or experience equivalent to "1" or "2" above. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have either one year of the type of experience described in "1" above, or graduation from a certified technical training program as described in "2" above.

TO APPLY, PLEASE SUBMIT RESUME AND COVER LETTER TO:
Queens County District Attorney's Office
125-01 Queens Boulevard, Kew Gardens, NY 11415, Attn: Administration
- or -

E-mail to: ITPositions@queensda.org (indicate JVN # - Technical Support in subject line)

Post Date: 09-29-09 Post Until: 10-31-09 JVN#: 904-2010-00928

The Queens County District Attorney's Office and the City of New York
are Equal Opportunity Employers.