FULL TIME POSITION:
Service Support Technician

Agency Description:
The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

The Department of Small Business Services (SBS) seeks to hire Service Support Desk Technician for the Technology Unit. The Service Support Desk Technician will manage the Agency's Service Support system (HelpSTAR); be a part of the Service Support Team responsible for troubleshooting end user desktop or network issues and identify new technologies as they pertain to the needs of the Agency; set and enforce end user guidelines.

Preferred Skills:
- At least 2 years experience in desktop support
- Demonstrated experience in customer service
- Knowledge of Windows XP. Windows 7 and Microsoft Office
- Experience with a customer relationship management application
- Ability to rapidly understand end user technical issues and troubleshoot problems
- Ability to complete assigned tasks properly and on time
- Innovative thinking and problem solving skills
- Strong organizational and time management skills
- Strong written and verbal communication skills and the ability to communicate with end users and Senior Management in clear, concise and understandable terms

Qualifications:

1. baccalaureate degree from an accredited college, including or supplemented by 24 semester credits in computer science or a related computer field and two years of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming, data communications, including one year in a project leader capacity or as a major contributor on a complex project; or

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Service Support Technician to: **careers@sbs.nyc.gov**

ALSO:
- **For Non-City/External Candidates:** Visit the External Applicant NYC Careers site and apply for this position by entering Job Title: **Service Support Technician**

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- **For Current City Employees:** Visit Employee Self-Service (ESS) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: **Service Support Technician**

Salary range for this position is: $19.70 - $22.70 ($36,000 - $42,000). Holidays are not paid until the completion of 18 months of City service.

NOTE: Only those candidates under consideration will be contacted.

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.