

NEW YORK CITY TAXI AND LIMOUSINE COMMISSION
CITYWIDE JOB VACANCY NOTICE

Civil Service Title: Computer Aide Level: I
Title Code: 13620 Work Location: Citywide
Office Title: Office Automation/Technical Support Person Salary: \$18.92 - \$24.49 (New Hire)
\$21.76 - \$24.49 (Incumbent)
Division/Work Unit: Management Information Systems No. of Positions: 1

JOB DESCRIPTION

The New York City Taxi and Limousine Commission is responsible for regulating all Medallion and "For Hire Vehicles" within the City of New York. As part of its operations TLC's MIS Division is in the process of implementing a new electronic summoning system that will be used by its Enforcement Division. This new system which in part uses Windows Active Directory and Windows Mobile requires MIS to now provide near round the clock technical support for its officers in the field. Consequently, the TLC is now looking for a candidate who can provide overnight/odd hour support several days a week.

Under supervision, with some latitude for independent initiative and judgment, this position performs the data processing and/or other functions in the areas described below.

- Performs related functions required for the continued and efficient operation of a computer.
 - Experience with PC hardware/software/network troubleshooting.
 - Experience with PC/peripheral set-up and configuration.
 - Good problem diagnostic and analytical skills.
 - Good at providing telephone support to users.
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PREFERRED SKILLS

- Microsoft Windows and Office experience.
 - Good user interaction-support skills.
 - Good organization and documentation skills.
 - A strong ability to independently prioritize competing tasks.
 - Knowledge of Active Directory Networks and Voice Over Internet Protocol.
 - Knowledge of Windows Mobile.
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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.

New York City Residency Required Within 90 Days

To apply please submit two copies of resume and two copies of cover letter to:
NYC Taxi and Limousine Commission
Carmen Rojas
Human Resources Division
33 Beaver Street – 22nd Floor
New York, New York 10004

Post Date: August 1, 2012	Post Until: August 16, 2012	JVN: 156-2013-105371
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer