Civil Service Title: Computer Associate (Technical Support)	**Level:** 01
Title Code No: 13611	**Salary:** $46,405 - $53,366
Business Title: Apple Support Specialist	**Work Location:** Brooklyn, NY
Division/Work Unit: IT Services	**Number of Positions:** 1
Job ID: 275089	**Hours/Shift:** Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description
(NYC Residency is required within 90 days of appointment)

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

The successful candidate will serve as an Apple Support Specialist reporting to the IT Services Division. Responsibilities will include: Configure key services, perform advanced troubleshooting, and provide desktop, server and SAN support for Mac OS/X users using Mac OS/X systems for general productivity or creative endeavors; assist with the implementation, administration, support and maintenance of Mac OS/X based workflows and environments (including scheduled and emergency off-hours support); assist with the integration and support of OS/X environments and workflows (i.e. Video & Graphics) with City IT infrastructure; provide web and email access, printing and file-sharing connectivity and Active Directory integration; assist in the implementation, integration and support of Mac OS X environments with specialized hardware (AJA, MOTU, Black Magic, DigiDesign) and software (i.e. Final Cut Pro X, Adobe Premiere, Adobe Creative Suite, After Effects, ProTools) relevant to user needs and workflows; assist in the development, maintenance, and implementation of policies and procedures and documentation; assist in the creation of technical related documentation; assist with training and instruction of staff (operators) relating to Mac OS/X environments and creative workflows; evaluating new technologies relevant to the support of Mac OS X environments and related workflows; assist with the administration, support and maintenance of Facilis storage systems (including scheduled and emergency off-hours support); and assist with special MAC projects and initiatives as assigned.

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college and two years of satisfactory full-time experience, acquired within the last seven years, in mainframe computer, mid-range computer and/or LAN or WAN computer environments in the areas of tape library, data entry or production control; or
2. An associate degree or 60 semester credits from an accredited college and three years of satisfactory full-time experience, acquired with the last seven years, as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired with the last seven years, as described in "1" above; or
4. Education and/or experience equivalent to "1", "2", or "3" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits, from an accredited college, for six months of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and two years of satisfactory full-time mainframe computer, mid-range computer, and/or LAN or WAN computer experience, acquired within the last seven years, in the areas of tape library, data entry, or production control.

Preferred Skills

The preferred candidate should possess the following: Strong knowledge and experience with Final Cut Pro 7, Final Cut Pro X, Adobe Premiere and After Effects; Preferred certified as an Apple Certified Mac Technician (ACMT), and/or Apple Certified Technical Coordinator (ACTC) 10.10/10.11/10.12.

To Apply

* In order to be considered for this position, please ensure that you either have a current permanent Computer Associate (Technical Support) civil service title, or, that you have recently taken the Computer Associate (Technical Support) examination. For more information regarding the civil service process, please visit the DCAS website at: http://www.nyc.gov/html/dcas/html/work/work.shtml

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #275089
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #275089
-or-
If you do not have access to a computer, please mail resume indicating Job ID # to:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT

Posting Date: January 17, 2017	**Post Until:** Filled

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