Civil Service Title: Computer Associate (Operations)	**Level: I**	**Title Code: 13621**
Office Title: Desktop Support Technician	**Salary: $51,233 - $58,918**	
Division: IT		
Work Location: 66 John Street, NY, NY	**Number of Positions: 1**	
	**Hours/Shift: Day shift - 35 hrs/week minimum**	

JOB DESCRIPTION

The City of New York's Office of Administrative Trials and Hearings (OATH) is the nation's largest administrative tribunal, holding approximately 400,000 trials and hearings a year. As the City's central, independent administrative law court, OATH adjudicates a wide range of matters filed by nearly every city agency, board and commission. OATH also houses the Center for Creative Conflict Resolution which provides mediation and restorative justice support to City government agencies and the general public, and the Administrative Judicial Institute, a resource center that provides training, continuing education, research and support services for administrative law judges and hearing officers.

OATH's Information Technology Department is seeking to hire a Computer Associate (Operations) to provide support to all level of users at the different OATH locations throughout the five boroughs. Support services are needed daily to assist in the monitoring, maintenance, and support of desktop and application services throughout the agency.

Duties include but are not limited to:

- Respond and resolve operational technical Incidents and Requests.
- Perform onsite or remote diagnosis and resolution of complex desktop problems. Recommend and implement corrective measures for repairs as deemed necessary.
- Analyze system services, operating systems, networks, and applications to address functionality issues.
- Remain current on cybersecurity trends and intelligence to enhance the security analysis and the identification capabilities for the IT Team.
- Participate in the incident response activities to minimize the impact of cyber incident.
- Collaborate with Technology team members such as Network and Server Teams to troubleshoot, assess, access, and resolve security issues
- Handle initiatives and special projects as assigned.
- Install, configure, test, monitor, maintain and troubleshoot end-user issues related to software and hardware.
- On-call availability as needed/required. Schedules may include several days per month, after hours and weekend support.

Special Note:
Only candidates who are currently serving as a permanent Computer Associate (Operations) with the City of New York or who have taken the exam and are reachable on the certificate list should apply

QUALIFICATION REQUIREMENTS

1. A baccalaureate degree from an accredited college or university and two years of satisfactory, full-time experience in mainframe computer, mid-range computer, LAN, or WAN computer environments, and/or local desktop support; or

2. An associate degree or 60 semester credits from an accredited college or university and three years of satisfactory, full-time experience 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 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 or university, 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 experience as described in "1" above.

PREFERRED SKILLS

Candidates must demonstrate:
- 5+ years of proven experience in a customer service focused IT position involving desktop support, desktop engineering and customer service
- Knowledge of Windows and Mac desktop environments. Microsoft O365, iOS/Android and Pulse Secure.
- Knowledge of Active Directory Users and Computers.
- Experience with remote support
- Experience with distributed deployment
- Excellent organizational, time-management and multi-tasking skills, including the ability to take initiative, prioritize duties, and work both independently and within a team.

To Apply:

Applicant must be a New York City resident within 90 days of appointment. Interested candidates should apply online via NYC Careers on the NYC.gov website (http://www.nyc.gov/html/careers/html/home/home.shtml). Please upload a cover letter and resume, combined in one document, when you are prompted to upload a resume. No telephone calls, faxes, or personal inquiries please. Only those candidates under consideration will be contacted.
For more information about OATH, visit us at: www.nyc.gov/oath

Post Date:	**Post: Until Filled**	**JVN: 820-2022-00024**