

**NEW YORK CITY DEPARTMENT OF PROBATION
JOB VACANCY NOTICE – JVN 781-23-039**

PERMANENT INCUMBENT ONLY

CIVIL SERVICE TITLE: Computer Associate (Technical Support)	TITLE CODE NO. 13611
OFFICE TITLE: Computer Tech Support	SALARY: \$51,345 - \$74,762
DIVISION/WORK UNIT: Administration/IT Technical Service Unit	WORK LOCATION: 33 Beaver Street, New York, NY 10004
HOURS: 35 Hours per Week	NUMBER OF POSITIONS: 1

JOB DESCRIPTION

The NYC Department of Probation (DOP) is a world leader in working creatively and effectively engaging with people under court-mandated community supervision. Through innovative partnerships with people and organizations throughout the New York City, DOP provides opportunities for those on probation to access services and opportunities that positively impact their life trajectory. Following the best current data on “what works,” staff at DOP engage in meaningful relationships with those on probation in effort to enhance community safety and decrease recidivism.

The Department’s Office of Information Technology is recruiting for a competent Computer Associate Technical Support Specialist to performance of difficult and complex technical support activities and provide computer hardware and software support to the divisions’ programs resource hubs, neighborhood opportunity networks and satellites locations, and branch offices necessary and important to client’s community services. Under the general supervision of the Director of Technical Services, the Computer Technician Specialist will be responsible for the following duties:

Responds to clients; elicits information, identifies, investigates, and resolves problems. Guides clients through corrective steps. Follows up with clients to assure problems have been resolved. Checks for system and substantial errors, and interfaces with users. Plans, implements, and monitors the computer process to ensure that user personnel obtain feedback regarding errors and error correction; suggests improvements. Analyzes operational documentation to ensure that all required resources are available so that specific jobs and job streams or functions can be run successfully. Sets up jobs to be executed; diagnoses abnormally ending jobs; corrects and re-submits jobs or consults with programmers and/or users. Monitors and modifies computer control language and corrects errors. Verifies output for quality, quantity, and distribution. Maintains logs; prepares reports documenting jobs run, system/paper use, outputs and tracking of problems. Provides instruction on how to operate agency systems, IT devices and supported software. Records help desk database entries for problems with IT systems, equipment, and software.

Additional duties include but not limited to:

- Installation, diagnosis, maintenance and repair of PCs, laser, and inkjet printers.
- Installation of software and peripherals in accordance with pre-defined protocols and configurations.
- Installation and troubleshooting of communication and network related problems.
- Preparation and maintenance of laptops, tablets, and mobile devices.
- Maintains records for installations, testing, preventative maintenance, and repairs.
- Maintenance of parts and supply inventory including keeping detailed written records.
- Provide support coverage in other boroughs when needed.
- Complying with help desk assignments, installations, and other work schedules.
- Instruction of users in basic computer and application skills.

PERFERRED QUALIFICATION:

- Proven experience as a computer technician or other customer support role
- Tech-savvy with working knowledge of office automation products, databases, and remote control
- Good understanding of computer systems, mobile devices, and other tech products
- Familiar with the products being supported
- Ability to diagnose and resolve basic technical issues
- Excellent communication skills
- Customer-oriented and cool-tempered

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.

Special Note: Professional and/or vendor certification (e.g. CompTIA A+, Network+, Security+, etc.) may be required for appointment to certain positions. If required, such certification must be maintained for the duration of employment.

APPOINTMENTS ARE SUBJECT TO OFFICE OF MANAGEMENT AND BUDGET (OMB) APPROVAL

NEW YORK STATE RESIDENCY IS REQUIRED

TO APPLY, PLEASE SUBMIT RESUME AND COVER LETTER TO:

External Applicants: <https://a127-jobs.nyc.gov/>

Internal Applicants: Employee Self Service (ESS)

SUBMISSION OF APPLICATION IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

POST DATE: 1/10/2023

POST UNTIL: Filled

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The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy."

REASONABLE ACCOMMODATION AVAILABLE UPON REQUEST

Note: Public Service Loan Forgiveness Program (PSLFP). The federal government provides student loan forgiveness through its Public Service Loan Forgiveness Program (PSLF) to all qualifying public service employees. Working with the DOP qualifies you as a public service employee and you may be able to take advantage of this program while working full-time and meeting the program's other requirements. Please visit the Public Service Loan Forgiveness Program site to view the eligibility requirements: <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>