City of New York
DEPT OF RECORDS & INFO SERVICE
Job Posting Notice

Civil Service Title: COMPUTER ASSOC (TECH SUPP)	**Level:** 01
Title Code No: 13611	**Salary:** $51,345.00/$59,047.00-$74,762.00 **Frequency: ANNUAL**
Title Classification: Competitive	
Business Title: Computer Associate	**Work Location:** 31 Chambers St., N.Y.
Division/Work Unit: Executive Offices	**Number of Positions:** 1
Job ID: 534659	**Hours/Shift:** Day - Due to the necessary technical duties of this position, candidate may be required to be on call and/or work various shifts such as weekends and/or evening shifts.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

Job Description

The Department of Records and Information Services seeks to hire a responsible Computer Associate to join the IT team.

Under direct supervision, the duties will include but are not limited to:

- Provide IT technical support for NYC Department of Records and Information Services main office and remote locations.
- Perform PC maintenance, hardware and software installation, upgrades, system support, equipment salvages, and inventory tracking.
- Perform computer diagnostic and troubleshooting processes to resolve network, hardware, and software errors.
- Install network switches, network routers, and UPS devices. VoIP Phone installation and support.
- Maintain network systems (LAN) including desktop PCs, laptops, and other computer peripheral devices such as Wireless network, Wi-Fi connection, secure access control, printers, switches, network ports, structured network cabling, and UPS devices.
- Test and configure applications for Windows OS & LINUX environment.
- Maintain Active Directory and Exchange accounts, mailing lists, and groups.
- Monitor and maintain Windows- and Linux-based file servers and multi-site backup solutions.
- Maintain logs, prepare reports documenting jobs run, system use, outputs, and tracking of problems.
- Create and update diagrams of IT infrastructure across agency.
- Maintain New York City System as needed.

Minimum 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

- LAN and WAN Knowledge
- Help Desk Experience
- Strong verbal and written communication skills
- Experience with customer service
- Cisco IOS Experience
- Programming Experience

Additional Information

Travel required to off-site storage facilities to provide technical support:

- 66-26 Metropolitan Avenue Middle Village, NY
- 168 39th Street Brooklyn, NY.

This position is open to applicants who are already permanent in the Computer Associate (Technical Support) title or are reachable on the Exam #7003 (Open Competitive Civil Service Exam),

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at nyc.gov/studentloans.

This position is also open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the 55-a Program.

Residency Requirement

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

To Apply

Search for the Job ID# 13611
External Candidates please go to www.nyc.gov/careers
Current NYC employees please go to www.nyc.gov/ess
NO E-MAILS, PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED.
NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.
APPOINTMENTS ARE

Posting Date: 06/07/2022	**Post Until:** 06/23/2022

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.