Job Vacancy Notice

Job Title:	IT Assistant, Level 1 (Hourly)
Job ID:	18496
Location:	Hostos Community College
Full/Part Time:	Part-Time
Regular/Temporary:	Regular

GENERAL DUTIES

I.T. Assistants perform entry-level professional work in technology-related disciplines. While areas of specialization vary, typically I.T. Assistants work in areas such as development/programming, communications, technical support, or similar based on the needs of the Information Technology area to which they report. Work tasks include resolving minor technology problems, monitoring activities, and maintaining documentation.They have latitude for independent initiative and judgment, under supervision.

This job is in CUNY's Classified Civil Service. The full specification is available on our web site at
http://www.cuny.edu/about/administration/offices/ohrm/hros/classification/ccsjobs.html

CONTRACT TITLE

IT Assistant

FLSA

Non-exempt

CAMPUS SPECIFIC INFORMATION

The Information Technology Department is currently seeking an hourly IT Assistant, Level 1. Reporting directly to the IT Service Desk Manager or designee, under general supervision with limited latitude for independent initiative and judgment, this position assists with routine operations associated with the IT Department in the resolution of computer, network, and telecommunications related issues.

Additional responsibilities include the following:
- Identifies problems related to personal computers and peripherals, network equipment, telephones and communications equipment and attempts to resolve them in a timely and satisfactory manner.
- Performs simple repairs such as replacement of PC components, peripherals, cables and tuning/adjusting of components to correct malfunctions.
- Installs and runs telecommunications cabling for both network and phone systems.
- Performs troubleshooting and resolution of server issues as necessary.
- Performs routine system operations and administration.

- Loads and removes media cartridges for tape backup systems, operates various programs and processes, maintains user accounts and email mailboxes, monitors computing and communications activities, and updates logs.
- Transports media to alternate locations if necessary.
- Installs server hardware, operating systems and applications necessary for operations within the department and the college.
- As directed, makes minor adjustments and implements routing technical updates (includes networks,
  operating systems, applications software, Web pages and databases).
- Tests computer and communications equipment and reports findings.
- Assists in deploying and ensuring preventative measures on the PC and Server environments.
- Assists in the deployment of University-wide programs and systems.
- Obtains proposals and quotes for hardware, software and projects from vendors.
- Maintains records, inventory and documentation of technical equipment and systems and department related information.
- Enters data into spreadsheets, job tracking systems and other databases related to responsibilities.
- Informs superiors of equipment or software requiring repairs or communications with external support provider and will follow through with such requirements to resolve issues.
- Ensures maintenance contracts are up to date and notifies superiors for renewal as necessary.
- Maintains current knowledge of technology trends and offers feedback and recommendations to the department head.
- Maintains professional demeanor in conducting tasks and providing support to end users.
- Supervises subordinates in limited capacity for projects and specific tasks.
- Assists in orientation of new staff and interns.
- Maintain and adhere to safety standards while performing tasks.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. High School Diploma, G.E.D., or equivalent

2. A minimum of six months of full-time experience in a computer or technology-related position. Experience that is more than 20 hours per week and less than 35 hours per week may be counted at 50% of the requirement (i.e., two months of part time experience equal to one month full time experience)

3. Additional experience and/or education that can be met by ONE of the following: An additional three years and six months of full-time work experience in a computer or technology-related position; an Associate's degree plus 18 months of full-time work experience in a computer or technology-related position; or a Bachelor's degree from an accredited institution

4. Demonstrated English Language proficiency

5. A Motor Vehicle Driver's license, valid in New York State, may be required for

some, but not all positions.

This title has three levels. To qualify for Levels 2 and 3, additional qualifications, such as education, experience, or certification relevant to the area of specialization are required.

OTHER QUALIFICATIONS

The following qualifications are preferred:
- Knowledge of Windows Operating System
- Demonstrated English language proficiency, including the ability to speak, read, write and understand English well enough to meet minimally acceptable performance standards set for job tasks
- Ability to work different shifts based on requirements of the department
- Bilingual skills in Spanish

COMPENSATION

New Hire: $24.90/hr Incumbent: $28.12/hr
*This amount reflects a 13% salary suppression in effect for the first 24 months of employment only.

BENEFITS

CUNY offers a comprehensive benefits package to employees and eligible dependents based on job   title and classification. Employees are also offered pension and Tax-Deferred Savings Plans. Part-time employees must meet a weekly or semester work hour criteria to be eligible for health benefits. Health benefits are also extended to retirees who meet the eligibility criteria.

HOW TO APPLY

Applicants must apply online by accessing the CUNY website at www.cuny.edu and navigate to the following links: "Employment" and "Search Job Postings"

Please attach resume, cover letter, and three professional reference letters.

CLOSING DATE

Open until filled with review of applications to begin April 12, 2018.

JOB SEARCH CATEGORY

CUNY Job Posting: Information Technology/Technical

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.