Job Description

Job Title: IT Support Assistant (Provisional)

Job ID: 15678

Location: Hostos Community College

Full/Part Time: Full-Time

Regular/Temporary: Regular

GENERAL DUTIES

I.T. Support Assistants support routine operations and problem resolution of computing and/or communications functions at a College or Unit. They work in technical support, applications development, operations, help desk, and similar environments, as well as in the field where equipment may be located.

Work tasks include as:
-Operating, transporting, adjusting, and installing/configuring computing and related equipment
-Communicating with technology users and staff to understand, identify, document and resolve problems
-Performing simple repairs to computing and related equipment.

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 Support Assistant

FLSA

Non-exempt

CAMPUS SPECIFIC INFORMATION

Reporting directly to the IT Service Desk Supervisor, specific duties include but are not limited to the following:
- Provides basic support for various desktop and web applications as well as Android and iOS mobile operating systems and devices.
- Provides routine support and basic troubleshooting for Microsoft Windows 7/8/8.1/10, and MacOS operating systems.
- Updates assigned work orders and knowledge base with issues and resolutions.

MINIMUM QUALIFICATIONS

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

2. Eighteen months of related full-time work experience or equivalent, such as completion of eighteen college credits in Information Technology

3. Demonstrated English Language proficiency

4. A Motor Vehicle Driver's license, valid in New York State, may be required for some, but not all positions.

OTHER QUALIFICATIONS

The following qualifications are preferred:
- Minimum one year experience in a Customer Service delivery role
- Minimum six month of call center and remote support experience for Windows and Mac computers in a networked environment while using a trouble ticket system
- Familiarity with network and local printer configuration

COMPENSATION

New Hire: $32,571* ($35,433**)
Incumbent: $36,804 ($40,038**)
*This amount reflects a $13 salary suppression in effect for the first 24 months of employment only.
** Salary subject to the new contract implementation.

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 and cover letter.

CLOSING DATE

January 5, 2017

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.