

# Job Description

**Job Title:** IT Support Assistant (Provisional) - Service Desk  
**Job ID:** 20454  
**Location:** Hostos Community College  
**Full/Part Time:** Full-Time  
**Regular/Temporary:** Regular

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## 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

The Information Technology Department at Hostos Community College seeks applications for an IT Support Assistant. Reporting to the IT Service Manager, the IT Support Assistant will perform the following:

- Provides phone, remote and in-person basic technical support to Students, Faculty and Staff in the areas of network access, e-mail, operating systems, standard software applications (installed by the office), CUNYFirst, Blackboard, mobile device support and other technical issues.
- Maintains, distributes and supports desktops, laptops, printers and other approved hardware.
- Assists in preparing reports pertaining to Service Desk activities.
- Utilizes the service desk trouble ticket system for incident/service management, asset tracking, change management, etc.
- Supports optimal operation of the IT department support team through timely problem resolution, escalation and follow up.
- Performs other related tasks as assigned by the supervisor.

## **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:

- Strong familiarity with Windows desktop operating systems up to and including Windows 10
- Support knowledge of MS Office (Word, Excel, PowerPoint, Outlook), networks, wireless, mobile devices, Active Directory user management, hardware (desktop/laptop/printers), anti-malware software, remote desktop
- Strong communication skills (verbal and written), interpersonal, and problem solving skills
- Excellent customer service skills
- Ability to troubleshoot and resolve basic computer and network issues
- Availability to work evening and weekend hours
- Ability to lift up to 50 lbs

## **COMPENSATION**

New Hire: \$35,964\*

Incumbent: \$40,639

\*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](http://www.cuny.edu) and navigate to the following links: "Employment" and "Search Job Postings"

Please attach resume, cover letter, and three professional references.

## **CLOSING DATE**

Open until filled with review of applications to begin May 8, 2019.

## **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.