Job Vacancy Notice

Job Title: IT Communications Coordinator (IT Support Assistant - Hourly)
Job ID: 23122
Location: Hostos Community College
Full/Part Time: Part-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

CAMPAIGN SPECIFIC INFORMATION
--Revised--
The Information Technology Department at Hostos Community College is committed to providing a secure, cost-effective and reliable state-of-the-art technology infrastructure and computing environment to enable and enhance the productivity, accessibility and user experience for all of its constituents while focusing on a dedication towards customer service to support the College's mission.

Reporting directly to the Chief Information Officer and Asst. Vice President of IT, the successful candidate will be responsible for the following:

- Updates documentation and perform meeting minutes scribe function
- Participates in IT department meetings, communications and marketing efforts
- Send out communications using e-mail and social media (facebook/twitter)
- Updates departmental web pages as appropriate
- Develops video marketing material and training documentation and videos on campus technology products and services
- Participates in conducting workshops on basic technology skills
- Essential duties require on campus presence
- Other duties as assigned

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:
- Bachelor's degree in related field
- Must demonstrate sufficient skills to perform the duties of the assigned tasks.
- Excellent proficiency in Microsoft Word, Excel, Outlook and Powerpoint
- Strong familiarity with technology terminology and products
- Strong analytical skills
- Excellent written, oral and interpersonal communication skills
- Familiarity with e-newsletters, desktop publishing, graphics design, social media and marketing
- Excellent team player and proactive, positive attitude

COMPENSATION

New Hire: $21.30*
Incumbent: $24.08

*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 CUNY website at www.cuny.edu and navigating to the following links: "Employment" and "Search Job Postings"

Please attach resume and cover letter.

CLOSING DATE

Open until filled with review of applications to begin November 20, 2021

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.