Job Vacancy Notice

Job Title:	IT Service Desk Assistant Supervisor (IT Assistant, Level 1)
Job ID:	22943
Location:	Hostos Community College
Full/Part Time:	Full-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 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 to the IT Sr. Associate, he selected candidate will be responsible but not limited to the following:
• Provide phone, remote and in-person 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.
• Maintain, distribute and support desktops, laptops, printers and other approved hardware
• Participate in IT projects as required
• Assist in preparing reports pertaining to Service Desk activities
• Utilize the service desk trouble ticket system for incident/service management, asset tracking, change management, etc.
• Support optimal operation of the IT department support team through timely problem resolution, escalation and follow up
• Assist the Service Manager in supervising other team personnel
• Perform other tasks as assigned by the supervisor.

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:
• Strong familiarity with Windows desktop operating systems up to and including Windows 10
• Intermediate 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
• Troubleshoot and resolve basic computer and network issues
• Associates degree in a technology field
• 2 years of work experience in an IT support role
• Familiarity with CUNY systems such as Peoplesoft, Blackboard
• Basic Microsoft Exchange knowledge
• Basic Office 365 knowledge
• Working knowledge of a call center and IT service management tool (e.g. TrackIT, ServiceNow, SCCM, Remedy, etc.)
• A+ or higher certification
• Familiarity with MacOS
• Ability to lift up to 50 lbs
• Able to work flexible hours including week-ends.

COMPENSATION

New Hire: $49,211*
Incumbent: $55,608

*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 references.

CLOSING DATE

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