Job Vacancy Notice

Job Title: IT Senior Associate, Level 1 (Provisional)

Job ID: 18657

Location: Hostos Community College

Full/Part Time: Full-Time

Regular/Temporary: Regular

GENERAL DUTIES

I.T. Senior Associates perform highly complex professional work in technology-related disciplines. While areas of specialization vary, typically I.T. Senior Associates perform a range of work in development/programming, communications, technical support, or similar functions depending on the needs of the Information Technology area to which they report. Work tasks include diagnosing, evaluating, overseeing and resolving highly complex projects. They have wide latitude for independent initiative and judgment and may serve in lead roles on complex programs or projects, and/or serve as a direct supervisor of a unit or group.

I.T. Senior Associates should demonstrate mastery of one or more technology-related disciplines, decision-making ability in situations related to those disciplines, and be able to serve as a resource in these areas. They may contribute to decisions on I.T. policies and technical standards.

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 Senior Associate

FLSA

Exempt

CAMPUS SPECIFIC INFORMATION

Under the general supervision of the Director of IT Infrastructure and Operations as Hostos Community College, the IT Service Manager is responsible for delivering exceptional support services within an award-winning IT department to the college community. This includes overseeing the operations, personnel, projects, documentation, policies and procedures, service level objectives and service quality for the unit.

This hands-on individual will collaborate with other IT, Campus and University leadership and units to ensure IT incidents and service requests are addressed and resolved in a timely and professional manner. S/he will be responsible for maintaining and enhancing the campus service management systems (currently Ivanti LANDesk

and BMC Track-IT) and establishing best practices within the unit for optimal delivery of service to students, faculty and staff. The successful candidate will directly manage the full time and part-time employees within the unit.

Specific duties include, but are not limited to the following:
- Responsible for leading, hiring, evaluating, retaining and training staff in the operations of the IT Service Desk; direct a customer-focused team and define performance goals and conducts evaluations.
- Works closely with other IT teams to contribute to and develop procedures, standards, operational controls, processes and communication paths for the monitoring and support of technology operations, infrastructure and applications.
- Functions as an IT project manager to manage projects and provide information including timeframe, cost, delivery, issue resolution, risk mitigation and status communication.
- Measures user satisfaction with existing services with a goal to improve where necessary. This may include first call resolution, call abandon rates, on-time/late problem resolution tracking, end-user surveys, and other relevant metrics reported to management regularly.
- Performs hands on configuration and troubleshooting for various end-user support issues remotely, in- person and on the desktop and server environments as necessary.
- Follows industry best practices and methodologies such as ITIL
- Responsible for compliance and completion of all audits and attestations pertaining to respective unit.
- Participates in on-going self and college-facilitated technical and professional development

Essential Personnel:
This function/position has been designated as "essential." The individual is expected to answer calls/e-mails via a department-provided mobile device within a reasonable time frame. Additionally, when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

This is not a remote position - selected candidate must work on site. Visa sponsorship is not available for this position.

MINIMUM QUALIFICATIONS

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

2. An equivalent of ten years of experience post-high school that can be met by one of the following: ten years of full-time work experience in a computer or technology related position; an Associate's degree plus eight years of full-time work experience in a computer or technology-related position; or a Bachelor's degree from an accredited institution plus six years of full-time work experience in a computer or technology-related position

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.

This title has three levels. In addition to the minimum qualifications above, 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

Preferred Qualifications:
- Experience supervising an IT service/support team of at least 5 staff members
- Bachelor's degree or higher in Computer Science or related field
- Experience managing an ITSM platform (e.g. LANDesk, Remedy, ServiceNow, etc.) in a VoIP contact center environment (e.g. Cisco UCCX)
- Excellent management, organizational, customer service, and communication (written and oral) skills; interpersonal skills to interact with all levels of employees/executives, vendors and partners
- Demonstrated problem-solver with the ability to cope under pressure and coordinate multiple activities in a dynamic, fast-paced team environment
- Self-driven, motivated IT manager with strong analytical and problem solving skills
- Strong project management skills
- A+ and ITIL v3 certified
- Knowledge of CUNY enterprise applications such as Peoplesoft, Blackboard, etc.
- Expertise with Mobile Device support, Apple/MacOS and Windows OS (7+) desktop support
- Active Directory/Group Policy Management, MS Exchange, Lync/Skype for Business, Microsoft Office support
- Knowledge of basic wired/wireless networking troubleshooting
- Remote troubleshooting tools (e.g. SCCM, Bomgar, Remote Desktop, etc.)
- Experience working with multiple units and/or organizations, building relationships, and on highly collaborative projects
- Availability to work evening and weekend hours

COMPENSATION

$84,345

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 submit your resume, cover letter, and three professional references.

CLOSING DATE

Open until filled with review of applications to begin May 23, 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.