Job Vacancy Notice

Job Title: IT Support Assistant (Hourly)

Job ID: 19867

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

CAMPUS SPECIFIC INFORMATION

The Information Technology Department at Hostos Community College seeks applications for an Information Technology Support Assistant. Reporting to the Help Desk Manager, the successful candidate will perform, but not limited to, the following:

- Provides phone, remote and in-person support to Students, Faculty and Staff in the areas of network access, e-mail, operation systems, and standard software applications (installed by the office), CUNYfirst, Blackboard, mobile device support and other technical issues.
- Maintains, distributes and supports desktop, 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 basic IT 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:
- Familiarity with Windows desktop operating systems up to and including Windows 10
- 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
- Excellent customer service skills
- Strong communication (verbal and written), interpersonal, and problem solving skills
- Ability to troubleshoot and resolve basic computer and network issues
- Familiarity with CUNY systems such as Peoplesoft and Blackboard
- Basic knowledge of Microsoft exchange and MVWare
- Working knowledge of a call center and IT service management tool (e.g. TrackIT, ServiceNow, Remedy, etc.)
- Ability to lift IT-related equipment
- Availability to work evening and weekend hours

COMPENSATION

New Hire: $19.68/hr*

Incumbent: $22.25/hr
* 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 January 3, 2019.

JOB SEARCH CATEGORY

CUNY Job Posting: Information Technology/Technical

EQUAL EMPLOYMENT OPPORTUNITY