Job Vacancy Notice

Job Title: IT Assistant, Level 1 (Provisional)
Job ID: 19029
Location: CUNY School of Law
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/hr/b/classification/ccsjobs.html

CONTRACT TITLE
IT Assistant

FLSA
Non-exempt

CAMPUS SPECIFIC INFORMATION
Reporting to the Chief Information Officer, the Information Technology Assistant is primarily responsible for performing technical work related to the installation, maintenance, configuration, monitoring, troubleshooting, repair, and upgrade of computer systems at the CUNY School of Law.

In addition to the General duties, typical duties include:

- Help with installation, configuration, testing, upgrades, backups, and maintenance; applicable platforms include Microsoft Windows Server and Apple macOS X.

- Develop, implement, and maintain data backup and restore procedures for both servers and individual workstations using Commvault backup environment.

- Configure, maintain, and troubleshoot electronic mail and calendaring servers and services.

- Maintain network monitoring and vulnerability assessment systems; work with IT staff members as needed to identify and promptly resolve technical issues revealed by such systems.

- Manage user accounts and access privileges.

- Provide telephone and deskside technical support to faculty, staff, and students; utilize problem tracking system database.

- Help resolve voice and data wiring-related issues; repair or replace wiring, jacks, and/or connectors as necessary.

- Assist with school-wide technology deployments, as well as other enterprise-level special technical projects.

- Assist with training sessions for the user community.

- Maintain job-related records and documentation as necessary and prepare reports as needed.

- Stay abreast of computer technology beneficial to the School of Law; recommend and implement new services and technologies, including new hardware and software releases and upgrades; research and test hardware and software to maintain or enhance user services; recommend the purchase of such materials.

MINIMUM QUALIFICATIONS

1. High School Diploma or equivalent

URL: https://hrs.cunyfirst.cuny.edu/psp/cnyhcprd/EMPLOYEE/HRMS/c/HRS_HRPM.HRS_JOB_OPENING.GBL?Action=U&HRS_JOB_OPENING_ID=19029
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.

**COMPENSATION**

New Hire: $45,464*

Incumbent: $51,374

*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**

To apply, go to www.cuny.edu, access the employment page, log in or create a new user account, and search for this vacancy using the Job ID or Title. Select "Apply Now" and provide the requested information.

**CLOSING DATE**

Resumes will be accepted through August 8, 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.