Job Vacancy Notice

Job Title: IT Assistant Level 2 (Provisional)
Job ID: 18722
Location: CUNY School of Law
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
CUNY Law School is seeking to hire an IT Assistant Level 2.

Reporting to the Manager of User Services, the Information Technology Assistant is primarily responsible for performing technical work related to the installation, maintenance, configuration, repair, and upgrade of desktop and laptop computer systems as well as instructional technologies at the CUNY School of Law.

Their duties will include, but are not limited to;

Help with installation, configuration, testing, upgrades, backups, and maintenance; applicable platforms include Microsoft Windows 7, 8, and 10 and Apple macOS X, as well as office productivity and other applications running on those platforms. Printing platforms include Hewlett-Packard workgroup printers and PaperCut running on Konica-Minolta multifunction devices.
As directed, provide telephone and deskside technical support to faculty, staff, and students; utilize and maintain problem tracking system as well as asset inventory database. Resolve minor problems with little to no supervision.

Provide application-specific usage support to end users.

Track, coordinate, and perform work related to requests for audiovisual equipment.

Help resolve issues related to telephones as well as teleconferencing and videoconferencing.

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.

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, 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: $51,569*
Incumbent: $58,274
*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
Accepting resumes until June 22, 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.