Job Vacancy Notice

Job Title: IT Associate Level 1 - CUNY School of Law
Job ID: 17889
Location: CUNY School of Law
Regular/Temporary: Regular

GENERAL DUTIES
I.T. Associates perform moderately complex professional work in technology-related disciplines. While areas of specialization vary, typically I.T. Associates work in areas such as development/programming, communications, technical support, or similar functions depending on the needs of the Information Technology area to which they report. Work tasks include resolving complex technology problems and serving as a technical resource. They have considerable latitude for independent initiative and judgment and may have supervisory responsibilities.

I.T. Associates should demonstrate mastery of one or more technology-related disciplines.

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 Associate

FLSA
Exempt

CAMPUS SPECIFIC INFORMATION
The IT Associate will provide troubleshooting, technical support and expertise to the user community engaged in the full-time (“day”) and part-time (“evening”) program.

Duties include:
- Perform complex technical work and resolve complicated issues involved with installation, configuration, testing, upgrades, troubleshooting, backups, maintenance, Cisco VoIP telephones, teleconferencing, videoconferencing, and voice and data wiring-related issues. The IT Associate must be able to perform troubleshooting and resolve issues with little supervision.
- Determine training needs, and devise and provide productivity software support and training to end users; conduct training sessions for a variety of technologies.
- Provide extensive application, and desk-side technical support to faculty, staff, and students.
- Monitor vendor compliance with technical contracts and evaluate vendor performance.
- Document problems and resolutions to develop training materials for IT staff.
- 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.
- Deploy and serve as project manager for deployment of school-wide technology, as well as other enterprise-level special technical projects.
- Develop and maintain procedures and configurations that provide a secure computing environment for end users: ensure adherence to security procedures for software, networks, and data and communicating these clearly to the staff.
- Provide streamlined data and other input for College and/or University-wide development and support initiatives, including annual inventory, security assessments, and construction and installation of equipment.
- May supervise other IT staff members.
- Perform other related duties as assigned.
- This position will require evening and/or weekend shifts.

MINIMUM QUALIFICATIONS

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

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

Preferred Qualifications:
- Experience in a helpdesk or similar role.
- Expert-level knowledge of Microsoft Word, Excel, PowerPoint and Outlook.
- Experience creating and providing one-on-one or small-group training sessions a plus.
- Familiarity with PeopleSoft a plus.
- Substantial experience creating and deploying Windows and/or macOS software images.
- One or more current certifications appropriate to helpdesk work.
- Ability to work effectively both independently and with team members.
- Ability to prioritize tasks to ensure critical requests are addressed first, ensuring no requests are left unaddressed.

The successful candidate will be knowledgeable of:
- Platforms including Apple macOS (10.10 through 10.13) Microsoft Windows 7/8/10, as well as Microsoft Office productivity and other applications running on those platforms.
- Hardware including Apple and Dell computers, Hewlett-Packard printers, Konica-Minolta multifunction devices, and Cisco VoIP telephones.

COMPENSATION

$60,417

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

Applications will be accepted through March 15, 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.