

**City of New York
DEPARTMENT OF CORRECTION
Job Posting Notice**

Civil Service Title: Computer Associate (Operations)	Level: I
Title Code No: 13621	Salary: \$43,197/\$49,676-\$62,943 Frequency: ANNUAL
Business Title: IT Support Analyst	Work Location: 75-20 Astoria Boulevard, East Elmhurst, New York 11370
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 150023	Hours/Shift: Day Tour

Job Description

Logs, tracks and resolves DOC employee's IT problems and requests. Provide first level support for all issues/requests communicated to the User Support Desk. Uses documentation, procedures, applications (Service Desk) to evaluate, understand and process all service requests. Documents reported issues received and either resolves or escalates as appropriate. Functions as the single point of contact for the end-user on all updates/status requests for pending issues until they are resolved. Ensures all service desk tickets are assigned to the appropriate groups and categories for user account, E-mail, Blackberry and cell phone administration. Responsible for supporting the information technology needs of all DOC employee users throughout the organization by providing good, clear, oral and written communication with end users, peers and management. Responds to calls and questions in a professional and courteous manner. Must consistently demonstrate good technical knowledge, organization and multitasking skill and ability to adapt to changes in procedures and technology.

Minimum Qualification Requirements

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks; or
 2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above; or
 3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above; or
 4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above.
- However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above.

Residency Requirement

New York City Residency is not required for this position.

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess. Click on Recruiting Activities > Careers and search for Job ID#150023.

For all other applicants: Go to www.nyc.gov/careers/search and search for Job ID#150023.

Attention: Floretha Bryant

Submission of a resume is not a guarantee that you will receive an interview.
Only those candidates under consideration will be contacted.

Posting Date: 05/02/2014

Post Until: 06/01/2014

The City of New York is an Equal Opportunity Employer