Job Title: IT Associate, Level 1 (Provisional) – One-Stop Service Center (St. George Location)

Job ID: 16982

Location: College of Staten Island

Full/Part Time: Full-Time

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 College of Staten Island (CSI) is a City University of New York (CUNY) senior College organized around two academic divisions and three schools, with over 14,000 students. CSI offers a broad range of academic programs in the liberal arts and sciences, and in several professional areas. The College awards associate's, bachelor's, master's and clinical doctoral degrees, and in collaboration with The CUNY Graduate Center, numerous Ph.D. degrees. CSI's internationally recognized faculty passionately engage in scholarly and artistic activities, and together with a strong professional staff, lead students through transformational learning experiences both inside and outside of the classroom. The College is situated on a 204-acre site, has recently incorporated a residential component, and is currently engaging in capital expansion. It is a hub of intellectual and artistic activity and a community partner and source of economic impact and job creation for the greater Staten Island area.

The College's faculty, administration, and staff are committed to educational excellence as they instill in students an enduring love of learning and respect for pluralism and diversity. The College community recognizes its responsibility to strive for the common good, including an informed appreciation for the
interdependence of all people, as well as providing students with the opportunities for successful future careers.

Reporting to the HelpDesk Manager, the IT Associate, Level 1 will perform the following duties:

- Systems training, user support and related services for students, such as Help Desks, PC/Email, CUNY Enterprise Solutions and Password Management etc.

- Assists in implementing contracts (including service contracts), monitoring compliance, evaluating performance, and making recommendations on renewals.

- Computer facility operations such as network, hardware, media and software support between St. George and Willowbrook campuses.

- Addresses the planning, analyzing, implementing and maintaining systems and networks, software and hardware, including contingency and capacity planning and quality assurance for the Computer Lab, Smart Classroom, Open Lounge Student Computer and personal computers of St. George faculty and staff.

- Conducts training sessions and migration for various technology packages, including but not limited to MS Office Suite, Windows, Adobe, CUNY applications and smart technology.

- Performs other duties as assigned by Supervisor.

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

- Proficient in Remote Support Applications.

- Training users in classroom technology.

- Performed hardware and software upgrades in computer labs and smart classrooms: Podiums, computers, network printers, etc..

- Deploy and maintained lab and smart classroom images.
- AV equipment support and routine maintenance – LCD Projectors, Podium setup, wall screen, pixie devices, DVD’s, VCR’s, etc..

- Managing and maintenance of network equipment.

- Troubleshooting, solving and documenting network connectivity and performance issues on both the LAN and WLAN.

- Familiarity with Microsoft Active Directory account maintenance.

- Administration of Quest KACE system: Service Desk, asset management and reports.

**COMPENSATION**

New Hire: $59,035*

Incumbent: $66,710

*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, please visit http://cuny.jobs/ and enter the Job ID# in the “What” section field. Candidates must attach a resume, cover letter, and three professional references (name, title, organization, and contact information) as one file.

**CLOSING DATE**

August 18, 2017

**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.