Job Title: IT Assistant, Level 1 – End User Services (Provisional)

Job ID: 16987

Location: College of Staten Island

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

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 Director of End User Services, the IT Assistant, Level 1 will perform the following duties:

- Completes assigned technical tasks in area(s) of competency. Monitors activity in area(s) of responsibility, bringing real and potential problems to management's attention.
- Resolves minor technical issues with little or no supervision, notifying others according to department procedure.
- Searches, extracts and verifies data from the computer or from computerized records.
- Performs tests of own work, others' work and vendor components, and compares results to specifications, noting differences for review.
- Maintains records, such as inventory records, systems and operations logs, and documentation of programming activities.
- Maintains records of work in progress and work completed, and prepares appropriate reports as required.
- Maintains system documentation, procedures and other instructions necessary for successful operations.
- Contacts and interacts with vendors to acquire and implement software upgrades and equipment maintenance. May oversee vendor contract compliance.
- Conducts general training sessions in area(s) of expertise.
- Performs other duties as assigned by Supervisor.

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.

OTHER QUALIFICATIONS
- Experience in configuration, and maintenance of DELL KACE Appliance.
- Experience in installation and support of DELL Optiplex systems, MAC computers, and HP LaserJet printers.
- Experience in diagnosing and repairing of DELL Latitude D6XX, E54XX, and E64XX family.

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, 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
September 1, 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.