

Job Title: IT Support Assistant – HelpDesk (Provisional)

Job ID: 30405

Location: College of Staten Island

Full/Part Time: Full-Time

Regular/Temporary: Regular

## **GENERAL DUTIES**

I.T. Support Assistants support routine operations and problem resolution of computing and/or communications functions at a College or Unit. They work in technical support, applications development, operations, help desk, and similar environments, as well as in the field where equipment may be located.

Work tasks include as:

- Operating, transporting, adjusting, and installing/configuring computing and related equipment
- Communicating with technology users and staff to understand, identify, document and resolve problems
- Performing simple repairs to computing and related equipment.

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/hr/classified-civil-service/ccsjobs/>

## **CONTRACT TITLE**

IT Support Assistant

## **FLSA**

Non-exempt

## **CAMPUS SPECIFIC INFORMATION**

Reporting to the HelpDesk Manager, the IT Support Assistant provides essential day-to-day technical support to faculty, staff, and students, ensuring the smooth operation of campus IT systems. This entry-level role is ideal for someone who is service-oriented, detail-focused, and eager to grow in the IT field. Responsibilities include, but are not limited to:

### **Technical Support & Troubleshooting**

Provide first-level support for desktop and mobile devices, software applications, and campus network issues. Diagnose and resolve technical problems both in person and remotely, escalating complex issues when necessary.

### **Classroom Technology Maintenance**

Perform routine checks and provide support for instructional technology, including projectors, smart boards, AV systems, and other in-class equipment to ensure functionality before and during class sessions.

**Help Desk Ticket Management**

Monitor and respond to IT support tickets through the Help Desk system. Track issues from intake to resolution, ensuring timely communication and a positive user experience.

**User Account Support**

Assist with user account setup, password resets, login issues, and account security protocols across campus systems, ensuring access and data integrity.

**IT Installations & System Upgrades**

Participate in the installation and configuration of desktops, laptops, printers, and peripheral equipment in classrooms, offices, and computer labs. Support software updates and routine maintenance.

**Cybersecurity Awareness & Support**

Support campus cybersecurity efforts by applying basic security measures such as software patches, secure configurations, and identifying potential threats. Educate users on best practices when appropriate.

**Event Technology Setup**

Assist with the setup, testing, and support of AV and presentation equipment for campus events, meetings, and conferences to ensure smooth technical operation throughout.

**MINIMUM QUALIFICATIONS**

1. High School Diploma, G.E.D., or equivalent
2. Eighteen months of related full-time work experience or equivalent, such as completion of eighteen college credits in Information Technology
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.

**OTHER QUALIFICATIONS****Preferred Qualifications include:**

- A degree in Computer Science, Information Technology, or IT certifications are highly preferred
- 1+ year experience working in an IT Service Desk environment
- Experience with Productivity Suites: Adobe, Microsoft Office etc..
- Experience with Collaboration Platforms: Teams, Zoom etc..
- Experience with CUNY Enterprise Solutions / LMS: CUNYfirst, Blackboard/Brightspace
- Experience in Service Desk Software: Quest KACE, ServiceNow
- Flexible schedule to work different shifts and locations based on the requirements of the department

## **COMPENSATION**

New Hire: \$43,390\*  
Incumbent: \$49,020

\*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**

June 29, 2025

## **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.