

Job Description

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DISTRICT ATTORNEY KINGS COUNTY
Job Posting Notice

Job Details

Job ID:	384914	# of Positions:	1
Business Title:	Help Desk Technician		
Civil Service Title:	COMMUNITY ASSOCIATE	Title Code No:	56057 Level: 00
Title Classification:	Non-Competitive		
Job Category:	Technology, Data & Innovation		
Career Level:	Entry-Level	Proposed Salary Range:	\$ 42,799.00 - \$ 42,799.00 (Annual)
Work Location:	350 Jay St, Brooklyn Ny		
Division/Work Unit:	Information Technology		

Job Description

The Kings County District Attorney’s Office located in the Metrotech area of Brooklyn, New York, has an exciting opportunity to work in the Information Technology department as a Help Desk Technician.

The Information Technology Support Technician/Specialist role is to provide a single point of contact for end users to receive instruction and support assistance from the organization’s technology/computing environment. This includes installing, diagnosing, repairing, moving, maintaining, upgrading of computer hardware and related equipment, removing and/or replacing units as required and administering software to ensure optimal performance with minimal downtime. The individual will also troubleshoot problem areas (in person, by telephone, via e-mail or remote connectivity) in a timely, efficient, effective, professional and accurate manner, and provide end-user assistance when and where required following the accepted best practices.

Under direct supervision, with some latitude for independent initiative and judgement, the preferred candidate will be responsible for the following:

- Provide I.T. support.
- Accept support calls and accurately log them in the Help Desk application.
- Record all pertinent information.
- Troubleshoot and resolve end-user hardware, operating system, and software related problems when possible from the Help Desk.
- Install, configure, test, monitor, maintain and troubleshoot end-user issues related to hardware and software.
- Perform onsite or remote diagnosis and resolution of complex desktop problems. Recommend and implement corrective measures for repairs as deemed necessary.
- Administer and resolve issues with associated end-user workstation networking software products.
- Ensure physical desktop connections (i.e. RJ-45 Ethernet jacks, switches, connectors between PCs and servers, etc.) are in proper working order.
- Troubleshoot and resolve issues with basic network and server access problems (connectivity), WAN, firewall, and VPN systems with System Administrative guidance.
- Perform moves, additions, and changes (MAC) requests as directed.
- Determine the need for and implement performance upgrades to computers, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, DVD/CD-ROMs, and any other component as necessary.
- Conduct print/printer maintenance.
- Troubleshoot and resolve print related failures (hardware and software related).
- Replace toner cartridges and consumable parts as needed.
- Interface with vendors as/when necessary either by telephone, conferences or in person, either during the repair process or any equipment or software related issues.
- Assist with mobile computing.
- Handle all requests for laptops and mobile devices.
- Make sure software (O/S systems, updates, security and office productivity software) are current and up to specifications.
- Set up and install software and office standards on all laptops.
- Provide Court Room Technology support.
- Assist with the installation and setup of Court Technology products (hardware and software).
- Troubleshoot and resolve issues with voice communications systems (i.e., telephones) and voice mail systems.
- Perform network resource administration work.
- Perform general administrative and office duties.
- Prepare reports, distribute departmental and inter-office correspondence, file, and provide general assistance to I.T. department personnel as directed by the Department Manager and/or other Management or Executive staff.
- Perform other related duties as necessary.

Minimum Qual Requirements

Qualification Requirements

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

Preferred Skills

- A+ certification
- May have to work overtime, respond to emergencies in the event of system failures, or those caused by environmental factors.
- On-call availability as needed/required. Schedules may include a number of days per month, after hours and weekend support.
- Sitting and/or standing for extended periods of time.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.
- Must have and maintain a valid NYS Driver License (may have to report to remote sites). Must be able to operate a motor vehicle.
- Excellent organizational, time-management and multi-tasking skills, including the ability to take initiative, prioritize duties, and work both independently and within a team environment is a plus.
- Excellent communication skills and writing skills.
- Strong attention to detail is essential.

To Apply

To apply click the "Apply Now" button.

We appreciate the interest and thank all applicants who apply, but only those candidates under consideration will be contacted.

Residency Requirement

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

POSTING DATE: 03/05/2019

POST UNTIL: 03/18/2019

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