City of New York
DISTRICT ATTORNEY KINGS COUNTY
Citywide Job Posting Notice

Civil Service Title: IT Service Management Specialist	**Level:** 00
Title Code No: 95713	**Salary:** $110,000 (Annual)
Title Classification: Non-Competitive	
Business Title: Director of IT Support	**Work Location:** 350 Jay Street, Brooklyn NY
Division/Work Unit: Information Technology	**Number of Positions:** 1
Job ID: 543855	**Hours/Shift:**

Job Description

The Kings County District Attorney's Office (KCDA) is one of the largest prosecutors' offices in the country and is committed to developing and implementing innovative prosecutorial strategies that will fulfill our vision of keeping Brooklyn safe while at the same time ensuring fairness and justice for all. KCDA has an exciting opportunity to work as a Director of IT Support in its Information Technology Bureau.

The Director of IT Support, will report to the Chief Information Officer (CIO) and coordinate the daily operations for the IT Help Desk, including support of both in-house and third-party applications, hardware support of desktop computers, laptops, various tablets, scanners, and printers, and phone service support of both landline and cell phones. The Director of IT Support will manage IT Help Desk staff and work with other IT managers on all IT-related projects and initiatives. The Director of IT Support will work on connecting IT technical staff with our prosecutors, paralegals, investigators, and administrative staff to facilitate IT services for the whole office.

Responsibilities include:
- Oversee the whole lifecycle of IT Help Desk requests, from initiation, and assignment to resolution. Maintain logs of service requests. Document solutions for training staff and future references.
- Manage work shifts, assignments, and workload of IT Help Desk staff.
- Enhance user experience while enforcing IT standards.
- Balance regular workload and urgent issues as they arise.
- Plan and manage special projects, such as upgrade of network, operational systems, desktop computers, and other equipment, as well as the roll-out of new in-house or third-party applications.
- Recommend best practices for IT staff and general users to save resources and increase efficiency.
- Work closely with other IT functions to streamline service delivery.
- Provide Help Desk reports showing stats, activities, trends, and needs.
- Keep inventory of equipment deployed to users.
- Participate in IT procurement.
- Maintain licenses and service contracts.
- Manage the IT trainer. Set up training plans and designed curriculums for various training courses.
- Provides User's Guide for both in-house and third-party applications.
- Design surveys to help with IT decision-making.
- Act as a liaison between IT and end users.
- Perform other related duties as required.

** As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency. **

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college in computer science, engineering or a related field and four years of satisfactory full-time experience related to information technology service management, process management, operations;
2. A baccalaureate degree from an accredited college and eight years of satisfactory full-time experience related to information technology service management, process management, operations;
3. Education and/or experience which is equivalent to "1" or "2" above.

Preferred Skills

- Excellent interpersonal, verbal, and communication skills with proven ability to effectively interact with all levels of the organization with high regard for confidentiality and diplomacy; an ability to work independently and meet deadlines; and strong organizational skills with attention to detail.
- Ability to understand office policies; handle multi-tasking in a fast-changing environment; prioritize among competing needs and respond promptly to requests for information.
- Experience working in legal environments such as law firms or court systems is a plus.

Additional Information

Candidates must meet the additional requirements:
- A bachelor's degree from an accredited college, in information technology, computer science/engineering, or related field is required.
- Demonstrate experience with implementing solutions to various IT issues.
- Possess experience in managing Help Desk staff.
- Possess experience in developing IT standards.
- Ability to be on call and work off hours.

Employees of the City of New York may be eligible for federal loan forgiveness programs and state repayment assistance programs. The federal government provides student loan forgiveness through its Public Service Loan Forgiveness Program (PSLF) to all qualifying public service employees.
Please visit the Public Service Loan Forgiveness Program site to view the eligibility requirements: https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service

Residency Requirement

New York City Residency is not required for this position.

To Apply

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

For Non-City/External Candidates: Visit the External Applicant NYC Careers site and type "DA - Brooklyn" on the search line. Then locate the Job ID number. For Current City Employees: Visit Employee Self Service (ESS) to view and click on Recruiting Activities, Careers, and search by Job ID number.

Posting Date: 8/8/2022	**Post Until:** 9/7/2022

The City of New York/Kings County District Attorney's Office is an Equal Opportunity Employer