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

Civil Service Title: Community Associate	**Level:** 00
Title Code No: 56057	**Salary:** $60,000 (Annual)
Title Classification: Non-Competitive	
Business Title: Senior Help Desk Technician	**Work Location:** 350 Jay Street, Brooklyn NY
Division/Work Unit: Information Technology	**Number of Positions:** 1
Job ID: 570915	**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 Senior Help Desk Technician in the Information Technology Bureau.

The Information Technology Support Technician/Specialist's 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, and upgrading 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 general supervision, with some latitude for independent initiative and judgment, the prospective candidate will be responsible for the following:

- Supervise Help Desk technicians to make sure they are doing their job properly, help colleagues with a particularly difficult problem, and train new hires.
- Work with IT managers and supervisors to come up with plans for special projects, such as the rollout of hardware and applications.
- Help to implement policies on security and other IT operations.
- Participate in the procurement process.
- Participates in technical research and development to enable continuing innovation within the infrastructure.
- Responsibility as First Tier Help Desk to support users across the agency, as well as the onboarding/offboarding of users, which includes all software and hardware.
- Provides status updates to IT Support Director.
- Participate in meetings with Director, Management, System Administrators, and peers.
- Respond to incoming calls, e-mails, SMS, or any other information relay services; liaise with third parties for support.
- Install, move, and replace printer devices, including multifunction and color devices as necessary.
- Performs regular security monitoring to identify any possible intrusions; maintains data center environmental and monitoring equipment.
- Prepare reports, distribute departmental and inter-office correspondence, file, and provide general assistance to IT department personnel as directed by the Department Manager and/or other Management or Executive staff; order and maintain adequate levels of office supplies.
- Manage Purchase requests; make certain purchase orders are input into the IT database accurately and timely; ensure all requests are handled (sent and received) from Executive signature approval. Requests must be clocked into Fiscal and/or Operations; track purchase order progress until items are received; may contact vendor to provide related purchase order information or determine the delivery date.

** 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. 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.

Additional Information

Candidates must meet the additional requirements:

- Four-year high school diploma/educational equivalent and four years of experience in technical desktop support.
- 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's License (may have to report to remote sites).
- Bachelor's degree from an accredited college/university and two years of experience in technical desktop support preferred or;
- Associate degree or 60-semester credits from an accredited college/university and three years of experience in technical desktop support preferred

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

Preferred Skills

- 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 are a plus.
- Excellent interpersonal, verbal, and written communication skills; strong attention to detail is essential.

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.

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 1/24/2023	**Post Until:** 2/8/2023

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