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

Civil Service Title: Community Associate	**Level:** 00
Title Code No: 56057	**Salary:** $50,000 (Annual)
Title Classification: Non-Competitive	
Business Title: Help Desk Technician	**Work Location:** 350 Jay Street, Brooklyn NY
Division/Work Unit: Information Technology	**Number of Positions:** 3
Job ID: 585589	**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 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:

➢ 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 and 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 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:
➢ Must have and maintain a valid NYS Driver's License (may have to report to remote sites).
➢ On-call availability as needed/required. Schedules may include a number of days per month, after-hours, and weekend support.

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

➢ May have to work overtime, and respond to emergencies in the event of system failures, or those caused by environmental factors.
➢ Sitting and/or standing for extended periods of time; lifting and transporting heavy to moderately heavy objects, such as computers and peripherals.
➢ 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 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: 5/15/2023	**Post Until:** 6/16/2023

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