



DISTRICT ATTORNEY KINGS COUNTY
Job Posting Notice

Table with job details: Job ID 768385, # of Positions 1, Business Title IT Courtroom Tech, Civil Service Title COMMUNITY ASSOCIATE, Title Code No 56057 Level 00, Title Classification Non-Competitive, Proposed Salary Range \$ 51,500.00 - \$ 51,500.00 (Annual), Work Location 350 Jay St, Brooklyn Ny, Division/Work Unit Information Technology

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Job Description

The Kings County District Attorney's Office (KCDA) is one of the largest prosecutor's 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.

The ideal candidate possesses strong technical troubleshooting skills with attention to detail, and a customer-focused mindset.

Under direct supervision from both the CIO and Deputy CIO with some latitude for independent initiative and judgement, the IT Courtroom Tech Specialist's responsibilities include:

- Assisting Court Techs as needed with set-up and testing courtroom equipment and resolving immediate software/hardware conflicts quickly and efficiently. Providing immediate on-site support for ADA presentations in court.
- Providing first-line support for laptops, projectors, and other courtroom tech equipment.
- Assistance with any further setup required for court technology and presentation. (extra monitors, speakers etc.)
- Identifying and troubleshooting video/audio playback issues and compatibility with courtroom systems.
- Coordinating with court IT to resolve compatibility or connectivity issues, including peripherals, playback or other unforeseen technical complications.
- Managing, updating, and closing tickets in the help desk system. Escalating complex issues to higher-level support or system administrators, when required.
- Troubleshooting Microsoft Windows environments and a basic understanding of Microsoft 365 administration (email, Teams, SharePoint)
- Understanding of network fundamentals (TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting) and knowledge of hardware and peripherals (printers, monitors, projectors, mobile devices)
- Experience with remote desktop tools and ticketing system.
- Supporting users via phone, email, chat, or in person to diagnose and resolve hardware, software, and

network issues.

- Familiarity with endpoint protection and patch management tools.
- Awareness of cybersecurity best practices (phishing prevention, MFA, secure data handling).
- Strong customer service orientation, professional communication, patience and empathy when assisting non-technical customers.
- Creating, managing, and regularly updating laptop images, apps, configurations for use in courtroom presentations and to maintain security compliance.
- Analytical and problem-solving skill and the ability to document issues and resolutions clearly.
- Effective time management and prioritization in fast-paced environment with a high degree of reliability and punctuality.
- Maintaining asset inventory (computers, peripherals, licenses).
- Assisting with system setups, software installations, and configuration changes.
- Maintaining technical documentation for imaging procedures, courtroom setups, and known issues and update help guides and checklists for use by ADAs or Tech support staff.
- Logging and tracking support incidents.
- Availability for on-call rotation or after-hours support as needed.
- Commitment to confidentiality and data security standards.
- Ability to lift and move equipment (typically up to 50 lbs).
- Other tasks and responsibilities as needed to support the Bureau's operation.

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.

Additional Information

Candidates must meet the additional requirements:

- A baccalaureate degree from an accredited college, including or supplemented by (24) semester credits in Computer Science or a related computer field and two years of full-time satisfactory work experience in the performance of IT Support Services or;
- An associate degree and three to four years of full-time satisfactory work experience in the performance of IT Support services.

To Apply

Kindly visit <https://cityjobs.nyc.gov/jobs>. In the search bar input Job ID #768385. This action should direct you to the appropriate job posting.

We value your interest in the position, but only those candidates who meet the necessary qualifications will be considered.

Public Svc Loan Forgiveness

As a prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. For more information, please visit the U.S. Department of Education's website at <https://studentaid.gov/pslf/>.

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 02/25/2026

POST UNTIL 03/10/2026

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