



DISTRICT ATTORNEY KINGS COUNTY

Job Posting Notice

Job ID	794218	# of Positions	2
Business Title	Senior Help Desk Technician		
Civil Service Title	COMMUNITY COORDINATOR		
Title Code No	56058	Level	00
Title Classification	Non-Competitive		
Proposed Salary Range	\$ 75,695.00 - \$ 75,695.00 (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 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.
- 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.
- 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.

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.
- Four years of experience in technical desktop support.

Additional Information

- This is an onsite position.
- 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).

Minimum Qual Requirements

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

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.

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.

Hours/Shift

Monday - Friday
7AM - 3PM

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 10/13/2026

POST UNTIL 11/08/2026

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