



Position: IT Field Technician/Mobile Specialist
Community Associate (Technical Support)
(Seasonal: February 2012 – August 2012)

Major Responsibilities:

- Under supervision, with latitude for independent initiative and judgement, serve as a technical resource person in the diagnosis and correction of computer and peripheral hardware problems.
- Respond in a timely manner to user concerns and problems.
- Provide computer technical support at various sites throughout the 5 boroughs.
- Observe and control the operation of computer and peripheral equipment. Check indicators and determine proper functioning of equipment to resolve hardware and software issues, ensuring timely and courteous service.
- May be required to configure, repair, and troubleshoot Windows Mobile handheld devices.
- Perform Quality Assurance testing on mobile devices and associated software.
- Ability to work with vendors when needed to perform necessary troubleshooting.
- Maintain and upgrade current systems, replace outdated ones and install new systems.
- Perform administrative work, including maintaining service records and inventory control.

How to Qualify:

1. A baccalaureate degree from an accredited college and two years of satisfactory full-time experience, acquired within the last seven years, in mainframe computer, mid-range computer and/or LAN or WAN computer environments in the areas of tape library, data entry or production control; or
2. An associate degree or 60 semester credits from an accredited college and three years of satisfactory full-time experience, acquired with the last seven years, as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired with the last seven years, as described in "1" above; or
4. Education and/or experience equivalent to "1", "2", or "3" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits, from an accredited college, for six months of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and two years of satisfactory full-time mainframe computer, mid-range computer, and/or LAN or WAN computer experience, acquired within the last seven years, in the areas of tape library, data entry, or production control.

Preferred Skills/ Qualifications:

1. A Motor Vehicle Driver License valid in the State of New York. Employees must maintain the license for the duration of their employment.
2. A minimum of five years of IT field experience (Enterprise Level).
3. Bachelor's degree.
4. A+ certification, Microsoft Certified Professional a plus.
5. Wiring knowledge (running and making CAT5 wires) and a basic understanding of hubs and switches a plus.
6. Familiarity with New York City roadways and Parks facilities.

Salary: \$24.63/hr.

Location: Arsenal West (Manhattan)

To apply, please submit cover letter & resume to: James Greenan, Director of Information Technology, City of New York/Parks & Recreation 24 West 61st Street, 4th floor, New York, NY 10023.

www.nyc.gov/parks

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