



NYC Parks

CITY OF NEW YORK PARKS & RECREATION
SEASONAL JOB VACANCY NOTICE

Title: ITT Helpdesk Coordinator
Work Location: Arsenal West, Manhattan

Duration: 4 months, starting: May 15, 2022
Salary: \$29.61 per hour
Positions: 1

NYC Parks is the steward of over 30,000 acres of land — 14 percent of New York City — including more than 5,000 individual properties ranging from Coney Island Beach and Central Park to community gardens and Greenstreets. The Information Technology and Telecommunications (ITT) division is responsible for maintaining critical interagency computer network infrastructure throughout all five boroughs. ITT responds to requests for equipment repairs, installations and other general technical support issues for users on the Parks' network.

MAJOR RESPONSIBILITIES

- Under supervision, with latitude for independent initiative and judgment perform service functions in maintaining, troubleshooting, repairing or replacing computer components.
- Take initial telephone and email inquiries, troubleshooting and managing relatively simple hardware, software or network problems.
- Respond to queries on the phone, via email, in person, or through remote access.
- Generate service requests and work orders to resolve computer issues.
- 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.
- Follow-up on service requests and work orders in a timely manner.
- Respond to requests for assistance in a timely manner.
- Maintain accurate records of current/completed service requests and work orders as well as hardware and software inventory.
- Perform administrative tasks, including maintain logs of computer use, produce reports, manage and track work orders efficiently in a database.

QUALIFICATION 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.

PREFERRED SKILLS/QUALIFICATIONS

1. Strong customer service, communication, and organization skills required.
2. Strong troubleshooting, problem-solving skills.
3. Ability to work under pressure.
4. Knowledge and understanding of Windows desktop OS, Mac OS, Outlook and other Parks Programs.

Residency in New York City, Nassau, Orange, Rockland, Suffolk, Putnam or Westchester counties required for employees with over two years of city service. New York City residency required within 90 days of hire for all other candidates.

Fees: Hired candidates will be subject to a processing fee of \$68.00. Hired candidates who are not currently employed by the City will be subject to an \$88.25 background check fee.

Vaccination Requirement: 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.

HOW TO APPLY:

Parks Employees:

1) From a Parks computer: Access **Employee Self Service (ESS)** from the Parks Intranet under Applications or use this link: <https://hrb.nycaps.nycnet/>. Once in **ESS**, go to Recruiting then Careers and search for **Job ID# 523940**. Do not access **ESS** using nyc.gov/ess from a Parks computer.

Parks & City Employees:

2) From a Non-Parks computer: Access **Employee Self Service (ESS)** by going to nyc.gov/ess or use this link: <https://a127-ess.nyc.gov/>. Once in **ESS**, go to Recruiting then Careers and search for **Job ID# 523940**.

Include your ERN and **Job ID# 523940** on your cover letter and resume.

All other applicants:

Click here to apply: [ITT Helpdesk Coordinator](#) OR
Go to nyc.gov/careers/search and search for **Job ID # 523940**

POST DATE: 03/11/2022

POST UNTIL: 04/08/2022

NOTE: All resumes must be received no later than the last day of the posting period. References will be required upon request.

nyc.gov/parks

THE CITY OF NEW YORK IS AN EQUAL OPPORTUNITY EMPLOYER
TELECOMMUNICATIONS DEVICE FOR THE DEAF: 212.504.4115