



NYC Job Posting ID #496641

POSITION AVAILABLE
Help Desk Technician

RICHMOND COUNTY DISTRICT ATTORNEY

The men and women of the Richmond County District Attorney's office work each day in partnership with Law Enforcement and the people of Staten Island to pursue justice for victims of crime, to prevent crime in all its forms, and to promote the safety and well-being of all citizens of our Borough.

THE ROLE

The Help Desk Technician will report directly to the Director of IT in the Facilities Unit. The responsibilities of the position include, but are not limited to the following:

- Triage and support all application and connectivity issues
- Provide telephone, email and in-person technical support to RCDA staff
- Maintain and support computer hardware, software, mobile devices and telephone issues
- Create and manage assigned tickets using the Track-IT help desk system
- Provision Microsoft Active Directory account access for new employees and provide support
- Manage the RCDA IT asset management process and inventory
- Develop and maintain relationships and work closely with the various RCDA teams
- Travel to various RCDA locations to provide onsite support
- Ensure high levels of customer service quality and availability by working closely with Tier 2, Tier 3 and Vendor support groups
- Make determination for any system reconfigurations (minor or significant) based on request trends and make recommendations
- Perform special projects and initiatives as assigned
- Perform new and replacement desktop deployments
- Perform backup/recovery of data using ArcServe
- Research basic IT items such as hardware, software, software licenses, compatibility, procurement, etc. (e.g. identifying specs/pricing for tablets, workstations, comparing pros/cons of various hardware/software products, providing options and recommendations around proposals, etc.).
- Other duties and responsibilities as required

MINIMUM 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.

PREFERRED SKILLS

- Thorough knowledge of service desk functions and operations
- A+ Certification
- Some knowledge of Active Directory, DNS, DHCP, TCP/IP and LAN/WAN
- In-depth understanding with strong knowledge of: Windows 7, Windows 10, Microsoft SQL 2016/2016/2019, Windows Server 2012/2016/2019, MS Office 2010/2013/2016
- Knowledge of Android and IOS devices
- Knowledge of VMware
- Basic trouble shooting of Hewlett Packard printers and network printing
- Familiarity with networking and network infrastructure
- Knowledge of Track-IT Helpdesk and WASP MobileAsset Management tools
- Strong written and verbal communication
- Strong customer service experience and skills; courteous telephone manner
- Ability to lift 50 pounds
- Ability to use a hand truck in order to move heavy boxes up to a weight of 75 pounds.
- Valid NYS Driver license

CIVIL SERVICE TITLE: **Community Associate**

SALARY RANGE: **\$50,000 - \$60,000** Commensurate with experience; full NYC benefits package

APPLICATION DEADLINE: Until filled.

TO APPLY: ALL APPLICATIONS MUST BE SUBMITTED THROUGH THE NYC JOBS WEBSITE

City Employees – Click [here](#) and log in to ESS.

Non-City Employees – Go to <https://a127-jobs.nyc.gov/>

- Search for job ID number: 496641
- Click on the job business title: **Help Desk Technician**
- Click on “Apply Now” at the bottom of the posting

Please be advised only candidates under consideration will be contacted.

The candidate selected for this position must be a resident of the City of New York or become a resident within 90 days of appointment.

Authorization to work in the United States is required for this position.

Sponsorship is not available for this position.

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.

Nothing can provide a higher level of protection against COVID-19 or do more to speed the City's recovery than vaccination, which is safe and lifesaving. Convenient and community-based vaccination sites can be found via nyc.gov/vaccinefinder or by calling 877-VAX-4-NYC.

THE RICHMOND COUNTY DISTRICT ATTORNEY IS AN EQUAL OPPORTUNITY EMPLOYER AND A COPY OF THE EQUAL OPPORTUNITY PROGRAMS IS AVAILABLE IN THE HUMAN CAPITAL DIVISION. THE DEPARTMENT MAKES AVAILABLE ACCOMMODATIONS FOR DISABLED APPLICANTS