

NYC OFFICE OF THE MAYOR

HELPDESK TECHNICIAN

JOB NUMBER: 14860

ORGANIZATIONAL PROFILE: The Mayor's Office MIS Department is responsible for all aspects of technology for the agency. This includes end user desktop support, VOIP, network infrastructure, messaging, email, file, web, and database servers, and server virtualization. MIS collaborates with other city agencies to implement wireless policy and procedures and develop secure tools/applications for use by multiple agencies. MIS also partners with other departments in the Mayor's Office to develop tools and applications that streamline processes, measure performance/metrics and increase productivity.

JOB DESCRIPTION:

- Responsible for providing technical support to Office of the Mayor users for desktop systems software, hardware and network issues during work hours as well as providing after hours support to include weekends and holidays;
- Answers, evaluates, and prioritizes incoming telephone, email and self service requests for assistance from end-users;
- Diagnoses and resolves end-user issues regarding printers, PC hardware, email, Internet, VPN and local area network access;
- Informs end users of major system or network outages;
- Updates and supports standard PC images for the agency;
- Supports wireless mobile devices with connections/synchronization to email, calendars, and contacts;
- Works with the NYC Department of Information Technology and Telecommunications (DoITT) Wireless Team to cancel active devices or acquire new accounts;
- Demonstrates an awareness of current procedures, policies, and processes;
- Communicates and interfaces with management;
- Escalates HelpDesk issues, especially critical issues to appropriate teams in a timely manner;
- Update procedural documentation as needed and requested by the HelpDesk Manager;
- Ability to lift up to 75 pounds is required to move computer equipment from location to location;
- Maintains inventory;
- Weekend on-call rotation is required.

SKILLS AND QUALIFICATIONS:

- A baccalaureate degree from an accredited college and/or two to three years of on-the-job experience in both hardware and software support and at least one year experience in direct customer support;
- Self-motivated individual with excellent communication and interpersonal skills;

- Capability to work independently and as part of a team;
- Good analytical and problem solving skills;
- Experience troubleshooting hardware and software problems over the phone or on-site;
- In-depth and hands-on experience with Microsoft Technologies;
- Advanced knowledge of standard PC, laptop, and peripheral configurations;
- Ability to document policies and procedures;
- Mac knowledge a plus.

SALARY: Commensurate with experience.

TO APPLY: Please submit a resume, cover letter and three (3) references to [Candidate Application](#)

New York City Residency Is Required Within 90 Days Of Appointment
The City Of New York And The Office Of The Mayor Are Equal Opportunity Employers