

City of New York
 Department of Health and Mental Hygiene
 125 Worth Street, Room 930
 New York, NY 10013

JVN: #81607109637FSM

CITYWIDE JOB VACANCY NOTICE

Civil Service Title:	Computer Service Technician	Level:	I
Title Code No.:	13615	Salary:	\$15.98 - \$20.69 Per Hour
Office Title:	Computer Service Technician	Work Location:	93 Worth Street New York, N.Y.
Division/Work Unit:	Division of Financial & Strategic Management/Bureau of Informatics & Information Technology (Network Technology Services)	No. of Positions:	1
Hours/Shift:	Per-Diem (35 Hours/Week)	Position(s) #	510822

JOB DESCRIPTION:

The New York City Department of Health and Mental Hygiene (DOHMH), Bureau of Informatics And Information Technology, Network Technology Services has a vacancy for a Computer Service Technician, level 1. The Computer Service Technician 1 will be under the supervision of the Manhattan Borough Supervisor and will perform field support functions to DOHMH users services request, be able to communicate with end users to conduct installation of hardware and software, troubleshoot, diagnose and determine if cases should be routed to higher level support staff; will provide the unit supervisors and managers of users with information and recommendation required for better customer services.

In addition, the selected candidate will perform complex service functions in maintaining, troubleshooting, repairing or replacing computer components including PCs, printers, laptops, and perform network administration duties including creating users login accounts, email accounts; managing accounts rights and security access to various applications.

PREFERRED SKILLS:

1. Experience in PC hardware support.
2. High level in interpersonal and organizational skills.
3. Knowledge of the following PC- Based client platforms in both Novell/ Microsoft OS environment: Windows 95/98, and Windows NT/2000/XP, Good Knowledge of Novell NetWare, Group Wise, and MS Office Suite.
4. User support experience in secure network environment.

QUALIFICATION REQUIREMENTS:

1. A four-year High School diploma or its educational equivalent and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year High School diploma or its educational equivalent and graduation from a certified technical training program in computer maintenance and repair; or
3. Education and/or experience equivalent to "1" or "2" above. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have either one year of the type of experience described in "1" above, or graduation from a certified technical training program as described in "2" above.

LICENSE REQUIREMENT:

A Motor Vehicle Driver License valid in the State of New York. Employees must maintain the license for the duration of their employment.

TO APPLY, PLEASE SUBMIT RESUME ONLINE:

www.nyc.gov/health/careers

JVN search: 109637

If you do not have access to submit online, mail resume to NYC Department of Health and Mental Hygiene, 125 Worth Street, Room 930, Box #39, New York, NY 10013; indicating the JVN #. Please submit your resume once using only one of these methods.

Post Date: July 26, 2006

Post Until Filled

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DOHMH is an Equal Opportunity Employer