

City of New York/Parks & Recreation
Seasonal Job Vacancy Notice
Office Title: Computer Service Technician - CRC
Civil Service Title: IT Field Technician
Salary: \$25 to \$32 per hour
Duration: 7 Months
Work Location: Chelsea Recreation/CRCs

As stewards of nearly 14 percent of New York City's land, the NYC Department of Parks & Recreation (Parks) builds and maintains clean, safe and accessible parks citywide, and programs those parks with recreational, cultural and educational activities for people of all ages.

The Computer Resource Center division is responsible for maintaining the workstations and operations for over 20 computer resource centers located inside New York City's Parks and Recreation Centers in all five boroughs. Computer Resource Centers are labs where people of all ages can play and learn in a safe, structured environment. A CRC Field Tech responds to requests for equipment repairs, installations and other general technical support issues for Computers in Computer Resource Centers.

MAJOR RESPONSIBILITIES

- Under supervision, with latitude for independent initiative and judgement, perform complex service functions in maintaining, troubleshooting, repairing or replacing computer components.
- Provide computer technical support at various CRC 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.
- Maintain and upgrade current systems, replace outdated ones and install new systems.
- Perform network administration and account management as needed.
- Maintain logs of computer use, produce reports and manage and track work orders efficiently in a database.

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.

PREFERRED SKILLS/QUALIFICATIONS

- A+ certification
- General familiarity and experience repairing and installing computer hardware.
- Microsoft Certified Professional preferred. Apple Macintosh Certification preferred.
- Linux, Perl, VB Script and/or C+ programming experience preferred.
- Wiring knowledge (running and making CAT5 wires) and a basic understanding of Nortel hubs and switches
- Familiarity with New York City roadways and Parks facilities.
- Preference will be given to applicants who've taken the Computer Service Technician Civil Service Examination.

To apply, please submit cover letter and resume to:

crc.jobs@parks.nyc.gov or Mail to Ana-Maria Campos, Director 430 West 25th Street New York, NY 10001
Attn: CRC Admin. Please visit <http://www.nycgovparks.org/opportunities/jobs/seasonal> for more information.

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