



NYC Parks

CITY OF NEW YORK PARKS & RECREATION

CITYWIDE JOB VACANCY NOTICE: Job ID No. 333559

Office Title: Media Education Field Technician

Civil Service Title: Community Associate **Title Code No:** 56057 **Level:** NA

Salary: \$35,683 - \$59,385

Number of Positions: 1 **Work Location:** Citywide

NYC Parks' Media Education is a branch of Public Programs that provides high-quality digital resources and creative learning opportunities for all. Programs are offered inside and outside 32 media labs within recreation centers.

Major Responsibilities

- Under general supervision, with latitude for independent initiative and judgment, maintain and update current MacOS deployments, upgrade and replace outdated ones and install new systems, employing expert knowledge of MacOS, APFS and Apple Computer hardware/operating logic.
- Perform complex service functions in maintaining, troubleshooting, repairing and replacing computer components and networks, with a focus on Apple hardware and software, at various media labs throughout the five boroughs.
- Identify security vulnerabilities in upgrades to new software and hardware features, with a focus on Mac hardware/software.
- Perform network administration and account management as needed. Initiate and maintain system documentation of the Media Education enterprise.
- Maintain proprietary software systems using full project life cycle methodology.
- Manage and track work orders efficiently in a database; track and manage repairs through third-party vendors.
- Support the update and building of Media Education's citywide standard images, occasional use of JavaScript, CSS, UNIX, SSH and Router Firmware.

Qualification Requirements

1. High School diploma 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.

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 for all other candidates.

Preferred Skills/Qualifications

1. Expert-level skills in network cable organization and management.
2. Ability to repair and install computer hardware, file servers and network infrastructure.
3. Extreme attention to details and an exceptional work ethic.
4. Ability to analyze problems, troubleshoot systems, develop solutions and create installation plans and procedures.
5. Excellent written and verbal skills.
6. Familiarity with New York City roadways and Parks facilities.

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# 333559**. 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# 333559**. Include your ERN and **Job ID# 333559** on your cover letter and resume.

All other applicants:

Click here to apply: [Media Education Field Technician](#) **OR**
Go to nyc.gov/careers/search and search for **Job ID# 333559**.

POST DATE: 03/30/18

POST UNTIL: 04/13/18*

NOTE: All resumes must be received no later than the last day of the posting period. *Posting period extended to 04/13/18. Previous applicants are still under consideration and need not reapply. References will be required upon request.

nyc.gov/parks

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TELECOMMUNICATIONS DEVICE FOR THE DEAF: (212) 504-4115