



55 Water Street, New York, NY 10041
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Teachers' Retirement System of the City of New York

Job Vacancy Notice

Civil Service Title: Telecommunications Associate
Level: 01
Functional Title: Service Desk Technician
Title Code: 20247

Salary Range: \$43,392-\$65,000 (Annual)
Location: 55 Water St. NY, NY
Department: Service Desk Unit

Job Description:

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.

The Teachers' Retirement System of the City of New York (TRS) is a public pension fund that provides New York City educators with retirement, disability, and death benefits. TRS was established on August 1, 1917 and is one of the largest pension plan sponsors in the United States, with more than \$90 billion in assets and over 215,000 active and inactive members, retirees and beneficiaries.

TRS seeks a Service Desk Technician to support the day-to-day operations of the Service Desk and provide technical support to all business, administrative, and technical units across the agency.

A dynamic and enthusiastic person who has a 'Can do, Will do, the Right way' attitude. The successful candidate will have a technologist mindset with the ability to work on complex projects while possessing organization, time management, and multitasking skills. The Service Desk Technician is a proficient problem solver who can manage ambiguity and deliver appropriate solutions, while following established governance/framework protocols. (S)He can accommodate changing priorities and manages expectations accordingly. This person is visible, readily available to help resolve any complex issues (projects, service support, changes etc.), and understands the benefits of using a framework to design, deliver, manage, and improve the way technology is used to support and achieve business goals. A friendly presence and helpful attitude with good interpersonal skills and ability to work well with others & who is willing to go the "extra mile" to get the job done.

Responsibilities:

- Provide exceptional customer service to all users.
- Provide Tier 1 & Tier 2 desktop\system support for all on-site and remote users. This includes:
 - Troubleshooting,
 - Root cause assessment, and
 - Software, hardware deployments and device replacements.
- Perform administrative tasks including:
 - OS Deployment,
 - Desktop Patch Management,
 - Root cause analysis,
 - Documenting tickets,
 - Updating Knowledge Base articles, and
 - Preparing agency wide communications.
- Ensure that external and internal regulations and policies are met.
- Ensuring inventory is kept and tracked using Service-Now.
- Additional tasks, as assigned by the Service Desk Lead.

Preferred Skills:

Required:

- 2+ years hands-on experience with desktop support.
- 2+ years hands-on experience with Microsoft Products such as
 - Windows 7 and above
 - M365 Suite of software – Office, Teams Etc.
- 2+ years' experience with installation and configuration of hardware and software for laptops, desktops, and peripheral devices (Printers, Scanners, etc).
- IT ticketing system experience (ServiceNow, Remedy, SolarWinds Helpdesk, KACE Helpdesk).
- Knowledge of Active Directory
- Mobile Device support: Apple\Android\Windows
- Using remote assistance tools (Dameware, TeamViewer, Bomgar)

Preferred:

- Patch Management using Endpoint Manager/SCCM, KACE or similar tools.
- Terminal Services/Remote Access: AWS/MS-RDS using Azure Virtual Desktop
- Admin Tools: Azure Portal, Teams admin center, Nerdio Manager for Enterprise.
- ServiceNow and the best practices
- Collaboration tools such as Teams and similar.
- Active Directory: User and Device Management
- Basic Networking Knowledge

Certifications:

- Desktop Support related Certifications
 - Required within 2 years of employment. AZ-900 MS-900

Skills:

- Ability to support users in-person and remotely via phone and remote
- Teamwork / Collaboration
- Analytical Thinking
- Task and incident prioritization, and escalation
- Good written/verbal communication
- Accommodate changing priorities and manage expectations accordingly
- Ability to provide technical support while maintaining a professional demeanor at all times.
- Ability to lift at least 50lbs (monitors, workstations, servers, etc.)
- Ability to move under desks to connect or disconnect wires, devices.

Competencies:

- Learning Agility
- Team Focus
- Flexibility
- Commitment

Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in voice telecommunications (telephone, radio, microwave, fiber optic and cellular service) telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems, and one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or
2. An associate degree from an accredited college including or supplemented by 12 semester credits in voice telecommunications (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems and two years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and three years of experience as described in "1" above; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. A college education may be substituted for experience on the basis of six months of experience as described in "1" above for each 30 semester credits of undergraduate college education including or supplemented by 6 semester credits in voice telecommunication (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems for a maximum of two years credit. However, all candidates must have at least a four year high school diploma or its educational equivalent and one year of the experience as described in "1" above.

Special Note - Additional Requirements for Assignment Level IV

To be eligible for placement in Assignment Level IV individuals must have, after meeting the minimum requirements, at least two additional years of full-time experience as follows:

1. As a Telecommunications Associate (Voice)-Assignment Level I, II, and III working for the City of New York; or
2. Performing analytical, planning, operational, technical, and/or administrative duties in a voice telecommunications, electronics planning, electronics management, and/or electronics service environment, one year of which must have been specialized work in a consultative or supervisory capacity.

Residency Requirements:

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

EEO/Reasonable Accommodation and Diversity Statements:

At TRS we celebrate diversity and are committed to creating an inclusive environment for all employees. We are an Equal Opportunity Employer and do not discriminate based upon race, religion, color, national origin, ancestry, age, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

The Teachers' Retirement System of NYC offers reasonable accommodation during the application process for qualified individuals with disabilities. If you need assistance during the application or interview process and in completing new hire paperwork to accommodate a disability, please email requests to: HRInquiry@trs.nyc.ny.us. TRS also offers reasonable accommodation during employment in accordance with federal, state and local laws.

All applicants must meet the minimum qualification requirements. Only those candidates under consideration will be contacted.

*Please note, this posting will no longer be visible after the removal date; save for future reference.

To Apply: If interested, please apply using the following methods.

City Employees: Employee Self Service (ESS). www.nyc.gov/ess.

All Other Applicants: www.nyc.gov/careers/search.

Search for Job ID#: 526498

Dated: 3/28/2022 **Posted Until:** 5/7/2022