



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:** Summer College Intern  
**Level:** 00  
**Functional Title:** Summer Intern (IT Service Desk)  
**Title Code:** 10234

**Salary Range:** \$15-\$16.50 (Hourly)  
**Location:** 55 Water St. NY, NY  
**Department:** Service Desk

### 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.

\*\*\*\*\*Please note: TRS is currently working remotely; however, this may change during the length of the internship based on the City of NY directives. As such, the candidate will need to commute to lower Manhattan for the remainder of the internship.\*\*\*\*\*

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 over \$100 billion in assets and over 215,000 active and inactive members, retirees and beneficiaries.

### Primary Duties & Responsibilities:

- Attend Service Desk calls from TRS end users
- Perform first level support of Service desk tickets
- Troubleshoot / Diagnosis / Repair of Windows work stations and printers
- Perform roll out PCs, monitor, printers and configure user profiles
- Perform software and hardware inventory tasks
- Perform cloning of existing PCs and installs new software. Contact vendors for troubleshooting and resolution.
- Perform light lifting of equipment, boxes, office furniture and prepare boxes for recycling
- Assist Sr. ITSM Manager with supporting and managing the ServiceNow Instance. Examples: Maintenance of CMDB and Software Asset Management tool

### Preferred Skills:

- Desktop Support experience, Customer service skills, able to multitask
- Basic computer fundamentals for physical and cloud computing technologies
- Basic fundamentals for using ticketing systems for incident and request management
- Service Now knowledge big plus
- Experience with Javascript and or PowerShell

### Additional requirements:

- Must have a working desktop/laptop (Windows or Mac only) with updated anti-virus & internet security software
- Must have either a smart phone with a working camera or webcam on desktop/laptop
- Must have access to a reliable internet connection, (USB connection preferred, but not required)
- Quiet working area away from distractions
- Capacity to read, understand, as well as follow oral and written guidelines
- Must be able to work independently or with small groups to get work/projects done

### Minimum Qualification Requirements:

As of June of the Program year the prospective intern must be a student matriculated in a college or be a recent college graduate (winter/spring term of the Program year).

NOTE: Appointment to this title is only valid for the duration of the Program, June - August each year.

## 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.

Qualified persons who have been certified as disabled and eligible to participate in 55-a program may apply. All applicants must meet the minimum qualification requirements.

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

**City Employees:** Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess).

**All Other Applicants:** [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search).

**Search for Job ID#:** 529235

**Dated:** 4/18/2022      **Posted Until:** 4/29/2022

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