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<b>Job Title</b>	Technical Support Specialist
<b>PVN ID</b>	PS-2109-004243
<b>Category</b>	Administrative Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$42,000.00 - \$48,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 11, 2021 (Or Until Filled)

## General Description

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About the CUNY School of Professional Studies:

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2020 Best Online Bachelor's Degree Programs.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

*Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.*

The Training Technology, Distance Learning and Direct Training Services Program provides NYS Office of Children and Family Services (OCFS), local district and provider agency staff state-wide with mandated training topics designed to promote health and safety among children, youth and adults. The primary training audience includes child welfare and adult protective services caseworkers and supervisors, as well as foster/adoptive parents. On average, this program trains over 25,000 participants a year.

### Description:

The successful candidate will join a dedicated and dynamic technology team working in the human services industry. The team uses cutting-edge technologies to create change and efficiencies in human service agencies throughout New York State.

**This full-time position requires working physically on-site at the NYS Office of Children and Family Services Training Center in Albany-Rensselaer, New York approximately 2 days per week, with 3 days remote.**

**Post Covid-19 Pandemic, this position will require that the person work on site 5 days a week**

## Other Duties

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### **Duties and Responsibilities**

Reporting to the Systems Manager, the Technical Support Specialist will:

- Perform data entry and data maintenance as assigned
- Perform support to multiple technical Network, Hardware, and Software aspects.
- Perform TeleForm software scanning and form creation and configuration.
- Perform application testing to identify defects in code and documentation.
- Develop and maintain system documentation as assigned.
- Perform printer and network configuration assistance for end users.
- Submit required documentation and reports as assigned.
- Move and setup computer and technical equipment as assigned.
- Performs other duties as assigned.

## Qualifications

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- Associates degree or at least 1-year experience in end-user technical support.
- Proficient in Microsoft Windows and Office products.
- Proficient in Microsoft Office Excel and able to utilize formulas.
- Excellent verbal and written communications skills.