

Job Title	Computer Technician
PVN ID	PS-2210-005128
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Part Time
Hourly Rate	\$20.00-\$25.00
Hour(s) a Week	0.00-17.00
Closing Date	Mar 31, 2023 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

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.

CUNY SPS has partnered with Administration for Children's Services (ACS) to develop and deliver professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACSWI).

Description:

The ACS Workforce Institute seeks a part-time Computer Technician to conduct the deployment and ongoing maintenance of equipment in the program. The Computer Technician will work with the Learning Operations team reporting to the Program Manager, Learning Administration and must be able to travel to locations within the five boroughs. This position starts as part-time and can lead to full-time employment after consistent

successful performance.

Other Duties

Duties and Responsibilities:

- Set up hardware and install software on designated personnel laptops
- Maintain and repair technological equipment
- Assist with technology deployment and maintenance
- Provide technical support and perform regular upgrades/updates on equipment
- Ensure privacy and data protection
- Perform troubleshoot activities and implement security solutions
- Create and maintain records of equipment, repairs and fixes
- Train and collaborate with other team members
- Liaise with other IT teams as needed
- Support ongoing AV and simulation technology needs with the team
- Other administrative duties as necessary

Qualifications

- BA in IT, Computer Science or similar relevant field/experience
- In-depth knowledge of computer and IT systems, internet security and data privacy
- Previous working experience as a computer technician for at least 2 years
- Outstanding troubleshooting skills and good time-management skills
- Must be willing and able to travel to various training sites in-person across the City
- Must be able to lift up to 35 lbs without assistance
- Must be available at varying times within operational hours
- Ability to multi-task
- Strong interpersonal and communication skills; customer service, help desk experience a plus
- Critical-thinker and problem-solver

Vaccination Requirement: This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19.

The Research Foundation of the City of New York & Diversity

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.