

<b>Job Title</b>	IT Field Technician
<b>PVN ID</b>	VA-1508-000675
<b>Category</b>	Information Technology
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	Academic Affairs
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$45,000.00 - \$65,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 23, 2016 (Or Until Filled)

## General Description

ActionNYC is a multi-pronged, multi-partner initiative to provide immigration legal services at scale and to build capacity within legal and community-based organizations, including to prepare New York City for the implementation of President Obama's executive actions on immigration and future comprehensive immigration reform, if those programs move forward. With this goal in mind, ActionNYC will support community-based organizations and legal service providers to conduct targeted outreach, comprehensive immigration legal screenings, navigation, application assistance, and referrals to ancillary services.

### Position Description

CUNY is hiring an IT Field Technician to be responsible for ActionNYC's IT equipment and support needs. This includes IT equipment configuration and deployment, ensuring necessary networking infrastructure at ActionNYC sites across the City, providing end user support and training, and making sure proper security protocols are followed for handling sensitive data. The IT Field Technician will work alongside governmental and non-governmental partners, helping them execute comprehensive plans for a robust and integrated service delivery system. The IT Field Technician will report to the Director of Operations.

### Roles and Responsibilities

Job responsibilities for the IT Field Technician include, but are not limited to:

- IT equipment (computers, printers, scanners, MiFis) setup, configuration, testing, and deployment;
- First level technical support for MOIA end users across ActionNYC sites, including problem determination, problem resolution, and implementing problem escalation and tracking as required;
- Coordinate and perform computer upgrades, software rollouts, and other IT related projects;
- Utilize tools to monitor work assignments, trouble tickets, network, systems, and connectivity;
- Maintain inventory and work with vendor's warrantee service and hardware support contracts; and
- Communicate and interface with management.

## Other Duties

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- Position requires willingness to travel to all 5 boroughs; and
- Ad hoc duties as circumstances warrant.

## Qualifications

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- Must have excellent communication and interpersonal skills, and be comfortable dealing with high-level staff as well as other end-users;
  - Should be self-motivated, with good analytical and problem solving skills and the ability to learn on the job;
  - Must have the ability to troubleshoot hardware and software problems over the phone as well as on-site;
  - In-depth and hands-on experience with Microsoft technologies specifically focused on the Microsoft Office Suite, Windows, and Internet technologies. Advanced knowledge of standard PC, laptop, and peripheral configurations;
  - Must have the ability to work independently as well as in a team environment;
  - Must have 1-3 years of on-the-job experience in both hardware and software support and at least 1 year experience in direct Customer Support Services;
  - Experience mediating among groups with competing perspectives and trouble-shooting in a fast-paced environment; and
  - Highly detail-oriented and committed to rapid execution.

The Research Foundation of CUNY is an Equal Opportunity Employer. To apply, submit cover letter, resume and three references.