

Governor's Office of Storm Recovery
Facilities & Help Desk Assistant

Organization Summary

The New York State Governor's Office of Storm Recovery (GOSR) coordinates and implements New York State's disaster recovery programs in response to damages sustained by Super Storms Sandy, Irene and Lee. GOSR provides funding and grants for housing, small businesses, infrastructure and community planning.

Position Summary

The Governor's Office of Storm Recovery (GOSR) of the Housing Trust Fund Corporation (HTFC) seeks a Facilities & Help Desk Assistant. The Facilities & Help Desk Assistant provides customer support to the staff of the Governor's Office of Storm Recovery. Daily responsibilities include, but are not limited to:

- Interfacing with the staff onsite and IT help desk regarding PC and phone system changes and repairs
- Function as contact person for facilities services
- Assisting with the set-up and maintenance of purchased equipment
- Setting up and maintaining capital installation schedules for office equipment such as copiers and postage machines
- Supporting department staff by placing work orders for general building maintenance and repair for office equipment
- Providing mailroom coverage; operating postage machine

Qualifications

- Must be a NY State Resident or be able to relocate to NYS
- A minimum of three years' help desk and/or facilities support experience
- Strong experience and demonstrated skills with Windows XP, 7 & MS Office applications
- Strong Excel skills needed including ability to manipulate spreadsheets
- Professional demeanor and customer service orientation
- Telecom experience or familiarity with telecom terminology
- SharePoint knowledge, a plus
- Excellent oral and written communication skills;
- Ability to communicate effectively with all levels of management
- Ability to demonstrate reliability and dependability

Knowledge of and comfort with the following applications is required

- Outlook 2007/2010
- Incident tracking system
- Cisco IP phones or equivalent
- Polycom video conference system or Tandberg video conference system
- Wireless (PC, Mac and iOS devices)
- Citrix
- AD account admin experience (create, delete, change, move accounts) in Windows Server 2008 or 2010
- BlackBerry, iPhone, iPad and Droid support

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Approximately 5-8 hours of sitting, average mobility to move around an office environment; able to conduct normal amount of work at a computer
- Periodically moves boxes and computer weighing up to 50 lbs. using proper safety techniques
- Positions self to install computer equipment, including under desks
- May require on-call availability and may require working during non-business hours and on weekends. Punctual, regular, and consistent attendance is required.

If interested:

All candidates must submit a resume, 3 references, and letter of interest to StormRecoveryJobs@stormrecovery.ny.gov. Please include the name of the position that you are applying for in the subject line. We cannot interpret omissions or vagueness in your favor. You are responsible for an accurate and clear description of your training, work experience, and how you meet the qualifications of the position you are applying for. Please set forth all relevant employment history, including the name of each employer, dates of employment and titles held. Be sure to describe the nature of the work that you personally performed for each position held. If you had supervisory responsibilities, state how many people you supervised and the nature of such supervision. The Governor's Office of Storm Recovery is an Equal Employment Opportunity employer committed to excellence and diversity. All qualified candidates are encouraged to apply.