



GOVERNOR'S OFFICE OF STORM RECOVERY

Andrew M. Cuomo
Governor

Seth Diamond
Director

James Rubin
Director



Job Description

Position Title: Desktop Support Specialist
Department: Operations
Reports to: Director of Operations
Direct Reports: None
Effective Date: December 2014

Position Summary

The Desktop Support Specialist provides customer support to the staff of the Governor's Office of Storm Recovery and NYRISING Program in Long Island, NY. Daily responsibilities include, but are not limited to:

- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software
- Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients
- Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Trains and orients staff on use of hardware and software.
- Assists in maintaining LAN/WAN records and, as appropriate, telephone systems cable

Qualifications

- A minimum of three years' Desktop 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
- Solid oral and written communication skills;
- Ability to communicate effectively with all levels of management
- Ability to demonstrate reliability and dependability
- Must be flexible to work overtime
- Will be required to travel to 11 locations in Long Island

Knowledge of and comfort with the following applications is required

- Outlook 2007/2010
- Wireless (PC, Mac and iOS devices)
- Citrix
- BlackBerry, iPhone, iPad and Droid support
- Thin Client Configuration and Support
- Windows desktops and notebooks, as well as iOS devices, in a networked environment

- Some knowledge of TCP/IP networking and related network services (i.e. DNS, SMTP, DHCP, etc.)
- RDP or equivalent remote desktop support tools

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, printers 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.