**Job Vacancy Notice**

**Job Title:** IT Support Assistant (Provisional) - Database Group  
**Job ID:** 6238  
**Location:** Lehman College  
**Full/Part Time:** Full-Time  
**Regular/Temporary:** Regular

**GENERAL DUTIES**

- Under direct supervision, assists with routine operations and problem resolution of computing and/or communications functions. The IT Support Assistant performs work in technical support areas, applications development, operations, help desk, and similar environments, as well as in the field where equipment may be located.

**Routine Operations:**

- Operates, transports, makes minor adjustments to, and help install and configure equipment such as:
  - Computing devices of all types, including mainframe computers, microcomputers, and personal computing devices.
  - Communications technology, including telephones and equipment, and communications network equipment.
  - Computer peripherals and related equipment, including equipment to support multimedia applications (video, audio, and conferencing).

- Performs routine system operations and administration. Loads media (cartridges, tapes, forms, papers, disk packs), operates various programs and processes, maintains user accounts, monitors computing and communications activities, and updates logs.

- Assists with data storage operations. Transfers data from one medium/format to another. Performs routine back up and recovery tasks. Transports and/or transmits designated data in any format to other locations as directed.

- As directed, makes minor adjustments and implements routine technical updates to hardware and software (including networks, operating systems, applications software, web pages, and data tables).

- Maintains records, such as inventory records and records of assignment and use of technical equipment.

**Problem Resolution:**

- Communicates with technology users and other technology staff to understand the details of work assignments and the nature of problems. May log or document problem reports.

Tests computer and communications equipment to check its capacity and capability to perform as specified, and reports findings.

- Identifies problems regarding computer, peripheral, or communications equipment, and other operating environment.
- Determines the cause of malfunctions and various methods (e.g., observation, use of diagnostic software or equipment).

- Informs a supervisor or designated contact for repairs. Documents findings and actions taken in appropriate logs. Follows up to assure problems have been resolved.

- May perform simple repairs such as replacing faulty computer, peripheral and communications equipment and/or component parts (e.g., boards, cards, monitors, cables, communications circuits), fixing electromechanical components (e.g., switches, relays, transformers) and tuning/adjusting components to correct malfunctions.

Related Tasks:

- May enter data into, or operate computer-based systems in performing work, including problems logs and help desk systems.

- Maintains standards for safety and for the proper use of equipment and tools.

- Adheres to uniform performance standards and efficient work methods. Provides timely and effective service.

- Occasionally assists in orientation and training of new staff. May temporarily supervise other personnel.

**CONTRACT TITLE**

IT Support Assistant

**FLSA**

Non-exempt

**CAMPUS SPECIFIC INFORMATION**

Database group involves database creation, maintenance, upgrading, and installation on Oracle database 10g and 11g. Another main focus for the group is metadata creation for Oracle Business Intelligence Enterprise Edition, along with OBIEE dashboard, user security, and reports creation and maintenance for all campus users. In the development environment, Oracle database language, PL/SQL, JAVA, JSP, J2EE, and SHELL language are used in the database and application development.

**MINIMUM QUALIFICATIONS**

1. Candidates must possess a High School Diploma, GED, or equivalent.

2. Candidates must possess eighteen months of related full-time work experience, or an equivalent combination of work experience and education beyond the High School Diploma.

   - Completion of college credits in Information Technology may be substituted at the rate of three credits for three month’s experience. Completion of eighteen college credits in Information Technology may be substituted for the entire experience requirement.

   - Completion of eighteen additional college credits outside the field of Information Technology may be substituted for an additional six months of experience.

3. Demonstrated English language proficiency, including the ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for the job tasks.

4. A Motor Vehicle Driver's License, valid on the State of New York, may be required for some, but not all, positions.

**OTHER QUALIFICATIONS**

Preferred qualifications include:

- College level database course with pass grade (Oracle course or Oracle experience preferred)
- College level application programming courses with pass grade desired (Java or other programming experience preferred)
- Good communication skills

**COMPENSATION**
New Hire: $32,571*
Incumbent: $36,804
*This amount reflects a 13% salary suppression in effect for the first 24 months of employment only.

BENEFITS

CUNY offers a comprehensive benefits package to employees and eligible dependents based on job title and classification. Employees are also offered pension and Tax-Deferred Savings Plans. Part-time employees must meet a weekly or semester work hour criteria to be eligible for health benefits. Health benefits are also extended to retirees who meet the eligibility criteria.

HOW TO APPLY

To apply, go to www.cuny.edu, select "Employment", and "Search Job Listing". You will be prompted to create an account. Return to this job listing using the "Job Search" page and select "Apply Now".

CLOSING DATE

09/24/2012

JOB SEARCH CATEGORY

CUNY Job Posting: Information Technology/Technical

EQUAL EMPLOYMENT OPPORTUNITY

We are committed to enhancing our diverse academic community by actively encouraging people with disabilities, minorities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. EO/AA Employer.