POSITION DETAILS

Brooklyn College Feirstein Graduate School of Cinema invites applications for an IT Assistant-Hourly position. The Barry R. Feirstein Graduate School of Cinema, which welcomed an inaugural class of 69 students at Steiner Studios in Fall 2015, is the first public film school in New York. Now in its fifth year with 260 students, Feirstein is dedicated to cultivating new and emerging voices in cinema. Housed in a 70,000 sq. ft. state-of-the-art facility on the Steiner Studios lot, the school offers a 3-year specialized education in 8 disciplines leading to an M.F.A: Producing, Directing, Screenwriting, Cinematography, Post-Production, and Digital Animation and Visual Effects. Media Scoring and Sonic Arts; and a 2-year M.A. in Screen Studies.

Reporting to the Manager of Information Technology Services (ITS) Client Services, the IT Assistant (Hourly) will assist with the following:

- Maintenance of audiovisual and related computer equipment, software, and settings for the instructional technology systems installed in "smart" learning space, computer labs, and related spaces throughout the campus.
- Troubleshoot failures or performance issues with instructional technology infrastructure.
- Perform basic repairs or replacements to rapidly restore normal operations.
- Monitor systems and perform regular in person inspections to proactively identify operations or maintenance issues, and perform preventative maintenance.
- Transport equipment to and from job sites.
- Provide desktop support for faculty using Windows and Mac operating systems. Desktop support includes the setup and installation & configuration of Windows and Mac operating systems; Prepare desktop and laptop computers for use in instructional settings (software loading, network configurations, etc.) and will troubleshoot computer hardware issues for both PC and Mac computers.
- Adhere to established policies and procedures.
- Perform other related tasks as assigned.

GENERAL DUTIES

I.T. Assistants perform entry-level professional work in technology-related disciplines. While areas of specialization vary, typically I.T. Assistants work in areas such as development/programming, communications, technical support, or similar based on the needs of the Information Technology area to which they report. Work tasks include resolving minor
technology problems, monitoring activities, and maintaining documentation. They have latitude for independent initiative and judgment, under supervision.

This job is in CUNY's Classified Civil Service. The full specification is available on our web site at http://www.cuny.edu/about/administration/offices/ohrm/hros/classification/ccsjobs.html

MINIMUM QUALIFICATIONS

1. High School Diploma, G.E.D., or equivalent

2. A minimum of six months of full-time experience in a computer or technology-related position. Experience that is more than 20 hours per week and less than 35 hours per week may be counted at 50% of the requirement (i.e., two months of part time experience equal to one month full time experience)

3. Additional experience and/or education that can be met by ONE of the following:  An additional three years and six months of full-time work experience in a computer or technology-related position; an Associate's degree plus 18 months of full-time work experience in a computer or technology-related position; or a Bachelor's degree from an accredited institution

4. Demonstrated English Language proficiency

5. A Motor Vehicle Driver's license, valid in New York State, may be required for some, but not all positions.

This title has three levels. To qualify for Levels 2 and 3, additional qualifications, such as education, experience, or certification relevant to the area of specialization are required.

OTHER QUALIFICATIONS

- Knowledge or Experience in the setup, installation & configuration of Windows & Mac OS.
- Knowledge or Experience troubleshooting computer hardware issues for both PC & Mac computers, MS Office, Outlook, security software, network connectivity, etc.
- Proficiency using Microsoft Word and Excel.
- Proficiency using graphics, video and audio software tools
- A+ Certification and/or Apple certification.
- Excellent customer service and communications skills
- Must be able to work a regular and consistent schedule of at least 20 hours per week and between Monday – Friday, 9:00 am – 5: 00 pm.
- Flexibility to work some evenings as needed
COMPENSATION

New Hire Hourly Rate: $26.43
Incumbent Hourly Rate: $29.84

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

Candidates should email their cover letter and resume to ITJOBS@brooklyn.cuny.edu

CLOSING DATE

December 27, 2019

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.