



Job Title	Technical Support Specialist
PVN ID	PS-2404-006225
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$40,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Nov 06, 2024 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

CUNY SPS seeks a full-time Technical Support Specialist to join our Training Technology and Evaluation Team, which is located on-site at the New York State Office of Children and Family Services Bureau of Training and Development (OCFS BTD) in Albany-Rensselaer, New York. Through our contracted program partnership with OCFS BTD, this CUNY SPS role will provide technical network, hardware and software support to the agency to help facilitate its training and tracking of mandated Federal and NYS requirements for thousands of OCFS employees and non-profit provider agency staff statewide. The position will work in close cooperation with OCFS BTD to support the sponsor's statewide training agenda and BTD priorities.

PLEASE NOTE: This position is physically located on-site at the NYS OCFS Human Services Training Center at 164 Columbia Turnpike, Rensselaer, New York 12144.

Other Duties

Reporting to the Network Administrator, the Technical Support Specialist will:

- Perform support to multiple technical Network, Hardware, and Software aspects.
- Perform application testing to identify errors in code.
- Develop and maintain appropriate system documentation.
- Perform computer imaging and software installations.
- Move and setup computer and technical equipment as assigned.
- Perform printer and network configuration assistance for end users.
- Move and setup training room furniture.
- Submit required documentation and reports as assigned.
- Perform other duties as assigned.
- Some intra-state travel may be required.

Qualifications

- Associate's degree or at least 1-year experience in providing end-user technical support.
- Strong customer service and problem-solving skills.
- Proficiency in Microsoft Windows and Office applications.
- Ability to troubleshoot and repair LAN network problems.
- Ability to lift 70 lbs.
- Ability to communicate effectively, both orally and in writing.
- Solid organizational skills, attention to detail, and ability to follow established processes.
- Effective time management skills and ability to prioritize work tasks.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.