



## OFFICE OF THE BROOKLYN BOROUGH PRESIDENT JOB VACANCY NOTICE

---

**Office Title:** IT Support Specialist

**Salary:** \$85,000 - \$95,000

**Civil Service Title:** Assistant to the President

**Title Code & Schedule:** 13210 – Full Time

---

The Information Technology Support Specialist will be a member of the Borough President's Operations team reporting to the IT Manager. The IT Support Specialist will assist with the maintenance of all facets of the office's technology, telecommunications devices, and networking systems. The IT Support Specialist will use their knowledge to support office staff through a ticketing system to resolve a varying range of issues while exercising judgment and creativity in selecting and applying procedures correctly and determining when to refer problems to the supervisor or the next tier of support.

### **Roles and Responsibilities:**

- Manage, monitor, and troubleshoot performance and security of all computers, printers, IP telephone systems, and relevant equipment in the Active Directory environment of the Brooklyn Borough President's Office.
- Monitor network performance, including software, hardware, power, and communications to ensure that the network is secure.
- Liaise with the City's Department of Information Technology and Telecommunications (DOITT/OTI) and any addition outside vendors associated with the Brooklyn Borough President's Office.
- Provide helpdesk support to staff.
- Create and manage helpdesk tickets
- Maintain inventory of all IT Assets (Desktops, Cell /Desk Phones, and Network Equipment)
- Create and maintain documentation for all facets of IT operations.
- Work with and manage productivity application suites (i.e., Office 365 and Adobe Creative Cloud)
- Provide technical support for AV events
- Assist with identifying and addressing the networking issues.
- Other duties and Ad Hoc projects, as assigned by the IT Manager

### **Required Skills and Qualifications:**

- At least 3 years of experience in Information Technology; working with computer systems, telecommunications, and end user support.
- Understanding of hardware and software architecture for PC, Mac, Android and IOS based systems.
- Proficient with productivity suites such as Office 365 and Adobe Creative Cloud
- Understanding of Windows Server and services (i.e., DHCP, DNS and Active Directory).
- Understanding of LAN and WAN technologies.
- Working knowledge of NAS and SAN technology.
- Strong organizational skills, responsiveness, and result oriented.
- Excellent verbal and written communication skills

- A+ or comparable certification is a plus.
- Performs other duties such as manual labor including lifting and moving objects greater than 25lbs.

---

**To apply:** Submit a resume, cover letter, and the contact information for three professional references to [BKBPHR@brooklynbp.nyc.gov](mailto:BKBPHR@brooklynbp.nyc.gov) with the subject line “Information Technology Support Specialist” Submission of an application package does not guarantee that you will receive an interview. Only those candidates under consideration will be contacted.

---

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy. If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to apply for a job because of your disability. You can request reasonable accommodations from the EEO office at [BKBPEEO@brooklynbp.nyc.gov](mailto:BKBPEEO@brooklynbp.nyc.gov).

New York City residency is required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for two (2) continuous years may also be deemed to be in compliance with the residency requirement if they reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County.

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at [nyc.gov/studentloans](http://nyc.gov/studentloans).

---

**Post Date:** April 1, 2025

**Post Until:** Until Filled

**JVN #:** 012-11-025

---