



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

SENIOR TECHNICAL SUPPORT SPECIALIST

New York State Homes and Community Renewal (HCR) fosters the creation and preservation of high quality affordable housing, while working strategically to revitalize neighborhoods and communities throughout the Empire State. Under the leadership of Governor Andrew M. Cuomo and Commissioner RuthAnne Visnuskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low and moderate income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement and family-friendly policies.

The Office of Professional Services (OPS) is responsible for all administrative and support services, including Human Resources, Communications and Public Information, Legal Affairs, Fair Housing, Policy Development, Competitive Procurement and Contract Management, Fiscal Planning, Accounting and Treasury Services, Facilities and Building Management Services, Internal Audit, Project Management and Information Technology Services. OPS values professionals that enjoy working in a fast-paced environment and who have the skills required to effectively plan, direct, and coordinate HCR's wide array of support services.

Job Summary

This position is primarily responsible for working with the IT Team to support users and perform in-depth system maintenance. The Sr. Tech Support Specialist will be the first and second tier response to incoming helpdesk requests and will be the primary point of contact for most user requests. Additionally, the Sr. Tech Support Specialist will setup and maintain new and existing desktop computers, install and configure software for users, and conduct advance training. The Sr. Tech Support Specialist will also assist with server maintenance.

Duties & Responsibilities

- Install new software and perform upgrades to existing software on the Agencies' desktop PCs.
- Install, upgrade and redeploy hardware and telecommunications components on the Agencies' LAN. This can include imaging PCs, assembling and disassembling computers, as well as adding and replacing components parts.



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- Troubleshoot software and hardware problems on the Agencies' local area network, with an emphasis on the desktop PC's and HP LaserJet printers. Determine the nature of the problem, and when possible, correct it. When necessary, work with Jr. Engineer Support Specialists until the problem is resolved.
- Serve on the IT Help Desk, answering trouble calls from users, resolving their problems if possible, and referring problems that cannot be resolved immediately to other Tech Support staff.
- Evaluate new software and hardware to determine suitability for Agency use; track and maintain software, services and equipment inventory and licensing.
- Perform audio-visual, videoconference and webinars setups.
- Assist in the evaluation of new IT technology. This includes researching software/hardware that is available, meeting with vendors to discuss their offerings, testing the software/hardware on the Agency and preparing a written report for IT management on suggestions.
- Communicate with IT team regarding projects, systems status, and client requests.
- Assist other members of the IT Team as needed.

Required Knowledge, Skills, and Abilities

- Experience with desktop support and diagnostic tools
- Familiarity with Desktop Imaging Software
- Knowledge of advance computer skills, including knowledge in troubleshooting hardware, peripherals, software, operating systems and internet connections.
- Understanding of TCP/IP, VoIP and VPN technology
- Experience with desktop and server operating systems, including Windows Server 2008/2012 Windows 7, Windows 10 and some Mac OS X.
- Microsoft Office 2013 or later
- Must also be experienced with diagnostic software tools, remote management applications, and Active Directory utilities.
- Advance LAN, IP, and wireless equipment troubleshooting knowledge
- Excellent written and verbal communication skills
- Outgoing personality and ability to work well with end-users
- Ability to work independently and as a team
- Experience with Manage Engine Help Desk Software
- Experience with McAfee anti-virus, encryption and EPO console desirable
- Experience with RSA Secure ID administration
- PC imaging, creating and updating PC images using Microsoft Deployment kit.
- Microsoft patch deployment experience a plus, either using LanDesk or WSUS.
- Experience with deploying application updates and applications via LanDesk a plus.

QUALIFICATIONS:

- B.S. in an IT related field is a strong plus.
- 7+ years' experience supporting end users in a small to medium business environment



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- 7+ years' experience installing, configuring and maintaining Microsoft Windows 7 and above
- 7+ years configuring and installing desktop and laptop computers
- 7+ years' experience working with Microsoft Office software, including advanced configuration and troubleshooting
- Experience configuring and maintaining MS Outlook.

This job description is not intended to be all inclusive and employee will be expected to perform other reasonably related duties as assigned.

WHAT WE OFFER:

- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits;
- Promotional opportunities for dedicated professionals.

TO APPLY, please send resume and cover letter to: Jobopportunities@nyshcr.org

New York State is an Equal Opportunity Employer (EOE)