THE CITY UNIVERSITY OF NEW YORK  
Classified Civil Service Position Description

Title: EOC IT Assistant  
Title Codes:  
04881 Annual (Full-Time)  
04881 H Hourly  

Competitive Class Title  

FLSA Status:  
Overtime policy subject to bargaining unit agreements. Non-exempt as a default; depending on individual job duties, some positions may be considered Exempt under the FLSA.

Date Issued: July 16, 2014

General Duties and Responsibilities

Under supervision, with latitude for independent initiative and judgment, performs entry-level professional work in technology-related disciplines in an Educational Opportunity Center (EOC).

EOC IT Assistants perform a range of work in development/programming, communications, technical support, or similar functions depending on the needs of the Information Technology area to which they report to.

All personnel perform related work. There are three pay steps (or salary levels) for this title with identical specifications.

This specification describes typical assignments for this title; related duties may be assigned as needed.

Qualification Requirements

Level 1  

1. A High School diploma or GED from an accredited institution.

2. A minimum of six month’s full-time work experience in a computer or technology-related position. CUNY considers full-time experience to be 35 hours per week. For the EOC IT Assistant title only, experience that is less than full-time and more than 20 hours per week can be prorated at 50% (i.e., two months experience at 20 - 35 hours per week equal to one month’s full-time experience).

3. Additional experience and/or education that can be met by one of the following:

   o An additional three years and six months of full-time work experience in a computer or technology-related position (i.e., a total of four years’ experience when combined with item 2 above).

   o An Associate’s degree plus one year and six months of full-time work experience in a computer or technology-related position (i.e., a total of two years’ experience when combined with item 2 above)

   o A Bachelor’s degree from an accredited institution.

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

5. A Motor Vehicle Driver’s License, current and valid in the State of New York, may be required for some, but not all, positions.
In addition to minimum qualifications for Level 1, incumbents must demonstrate they hold additional qualifications (education, experience, or certification) appropriate to the specific requirements of the Level 2 or Level 3 position.

Direct Lines of Promotion

Can be promoted from:  
EOC IT Support Assistant (04874)  
→ EOC IT Assistant (This Title)  
→ EOC IT Associate (04883)

General Work Tasks

**Technology Independent Tasks**  
(Required of all employees)

- Completes assigned technical tasks in area(s) of competency.
- Resolves minor problems in area of expertise with little or no supervision, notifying others according to department procedure.
- Searches, extracts, and verifies data from the computer or from computerized records.
- Monitors activity in area(s) of responsibility, bringing real and potential problems to management’s attention as needed.
- Performs tests of own work, others’ work, and vendor components and compares results to specifications, noting differences for review.
- Maintains records, such as inventory records, systems and operations logs, and documentation of programming activities. Maintains records of work in progress and work completed, and prepares appropriate reports as required.
- Maintains system documentation, procedures, and other instructions necessary for successful operations.
- Contacts and interacts with vendors to acquire and implement software upgrades and equipment maintenance. May oversee vendor’s contract compliance.
- Demonstrates an understanding of, and adheres to, systems methodologies, performance standards, and work methods established in unit.

**Communications**

- Reports activities in detail to direct management.
- Responds to requests for technical assistance or information, referring requests to supervisors or other technical staff as needed.
- Provides information regarding activities of the unit to others, as requested by management.
- Conducts general training sessions in area(s) of expertise.

**Planning and Oversight**

- Assists in the preparation of surveys and feasibility studies.

**Staff Management**
- Assists in orientation and training of new staff.
- May temporarily supervise other personnel.

**Other (General)**

- Maintains standards for safety and the proper use of equipment and tools.
- Provides timely and effective service.
- When necessary, may perform duties of lower titles.

**Technology-Specific Tasks (Depends on assignment)**

Performs specialized work in one or more technology-related areas. While areas of specialization may vary, typically EOC IT Assistants perform entry-level professional tasks to support one or more of the following. Work is performed with the same scope, complexity, independence, and impact as described in the above technology-independent tasks. The list below is not all-inclusive.

- Internet design and programming (generally, excluding content creation and graphic design)
- Computer facility operations (systems and networks)
- Applications programming
- Systems programming
- Customization of packaged software
- Database design and administration, including design of complex reports
- Systems analysis
- Communications and networks
- Systems training, user support, and related services, such as Help Desks
- Repairs and Technical Support
- Support of personal computing devices (hardware and software)
- Support of telephony systems (hardware and software)
- Systems utilization analysis and capacity planning
- General systems planning.