The NYC Correction Department is seeking a Desktop Support intern to assist the agency in providing assistance in its IT Division. The position entails the following:

- Performing desktop support services at both the Bulova HQ for DOC and Rikers Island.
- Completion of assigned desktop support tickets.
- Fixing desktop hardware, software and peripheral issue a of varying complexity.
- Advising senior desktop support techs of any issues and supplies used during repairs
- Intake of technology product deliveries, movement of boxes, hardware and other heavy items
- Installation of telephones and other desktop hardware
- Other tasks as needed

Please note the following about this position before applying:

- In this position, YOU WILL ENCOUNTER INMATES who are working in the building where you’ll be working. They perform tasks such as cleaning, and warehouse assistance. Will you be ok with that environment? Those selected will be given explicit instructions and must sign a directive relating to inmate contact.
- To get to work at Rikers Island can be difficult by public transportation. This position is best suited for those with their own car to drive themselves to Rikers Island – while every effort will be made to obtain clearance so that you may be able to drive onto Rikers Island, access is not guaranteed, and you may need to take a DOC route bus onto the island to the job location. PLEASE GOOGLE MAP OUR LOCATION (RIKERS ISLAND) BEFORE APPLYING. Please note, that others cannot drop you off on Rikers Island, and you’ll need to take the Q100 from the Queens side of the Island to get onto the island if you’re not personally driving to work yourself.

When applying, please send a resume and provide your anticipated schedule availability with your class schedule for review to Mr. Scott Webber at scott.webber@doc.nyc.gov