



Information Technology Assistant

DEFINITION

Under direction, perform a variety of duties involved in assisting the Information Technology Specialist with end user, PC, and limited network related problems; assist in troubleshooting operating systems, access to network resources, word processing related problems, and other applications; assist in providing computer related training to employees; assist users in developing word processing macros and forms; and assist in the project management and user training of new applications purchased and deployed by the City.

SUPERVISION RECEIVED

Reports to an Information Technology Specialist or the Director of Finance/City Clerk.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assist in duties that include the troubleshooting and diagnosis of user reported problems with their workstation. This will include hardware, applications, and network connectivity.

Assist in routine tasks such as changing backup tapes, updating software, changing passwords, and adding/modifying users.

Assist users in the maintenance of their computer equipment, including repairing and upgrading PCs, replacing faulty equipment, and maintaining various local and network printers and other equipment.

Assist in limited Help Desk duties including taking incoming calls, evaluating problems, and resolving issues by phone and in person.

Assist in installation of PC hardware, software, and peripherals.

Assist in training to City employees regarding hardware and software.

Download software and files from/to the Internet.

Assist in the maintenance of the City's website.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

ESSENTIAL JOB RELATED QUALIFICATIONS

Knowledge of:

Desktop applications including DOS, and Windows 2000, and XP.

PC hardware, applications, and network connectivity.

Problem solving techniques.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment, peripherals, and software.

Operate a motor vehicle safely.

Ability to:

Assist in troubleshooting and diagnose hardware, application, and network connectivity problems.

Assist in repair, upgrade, and maintenance of computer equipment.

Assist in training on hardware and software to City staff.

Assist in hardware and software installations on PCs.

Read and understand professional manuals, journals, and literature.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Experience:

Willingness to learn the position.

Training:

None required.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with some ability to sit, stand, walk, crawl, kneel, stoop, twist, and lift 50 lbs.; some exposure to electrical hazards; ability to travel to different sites and locations; availability for on-call and stand-by.

Effective date: September 2005

Revised: February 2009