Information Technology Assistant

GENERAL PURPOSE OF POSITION

The Information Technology (IT) Assistant is responsible for aiding the Manager of Information Systems (MIS) Director with the daily duties of the Information Technology Department. This includes but is not limited to answer helpdesk tickets, assist staff with technology needs and perform routine maintenance on any required technology equipment and software in the agency.

REPORTS TO

Reports directly to the MIS Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Planning and undertaking scheduled maintenance upgrades.
- Directing Staff through a series of actions either face to face or over the telephone to help set up systems or resolve issues.
- Responding to IT breakdowns or malfunctions.
- Investigating, diagnosing and solving computer software and hardware faults.
- Repairing equipment and replacing parts.
- Occasionally presenting training to new hire orientation group or individual employees.
- Maintaining and using Active Director and MS Exchange Server.
- Using Active Directory to manage user accounts and assets.
- Minor SQL Database manipulation.
- Establishing and maintaining user accounts, profiles, file sharing, access privileges and security.
- Performing daily server backups/checks.
- Establishing and maintaining user e-mail accounts.
- Providing e-mail training and software support.
- Managing anti-spam and anti-virus servers.
- Researching and troubleshooting e-mail problems.
- Analyzing, troubleshooting and resolving telecommunication related problems.
- Creating and/or modifying voicemail and call features.
- Training staff on phone system.
- Reviewing video security in case of an emergency.
- Assisting with safety drills and safety committee when needed.
- Installing telecommunications equipment and providing support for handsets, voicemail and new/emerging telecommunications-related technology.
- Analyzing, troubleshooting and resolving database related problems.
- Providing support for database issues and requested reports.
- Inventorying telecommunications and computer equipment.
- Research and recommend new purchases as needed.
- Maintaining asset inventory for technology as well as tagging new purchases.

- Adjusting asset inventory to reflect disposal or adjustments.
- Helping to research and recommend new software solutions.
- Updating skill set as technology changes and advances.

SKILLS AND ABILITIES:
- Communicate effectively in both oral and written form.
- Explain technical concepts in non-technical terms to staff
- Current on technological changes and updates.
- Ability to learn new software and hardware packages.
- Ability to work independently and as a team member.
- Ability to adapt to changes in technology.
- Must possess a reasonable IT technical skill set.
- Interpersonal skills
- Time management
- Patience
- Professionalism
- Capability to work under pressure.
- Enthusiasm to be continually learning.

Education and Training:
- Minimum: High school diploma.
- Preferred: Continuing education in technology field and/or Bachelor's degree or certifications in related field.
- Possession of a valid New York State Driver's license in good standing and reliably insured vehicle.
- Ability and willingness to travel on work assignments
- Willingness to work additional hours during the week and/or weekend, if required.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation(s).

PHYSICAL DEMANDS

On- the–job time is spent in the following physical activities

Amount of Time

	None	Up to 1/3	1/3 to 1/2	2/3 or more
Stand		X		
Walk		X		
Sit				X
Talk or hear			X	
Use hands or fingers, handle or feel				X
Push/Pull		X		
Stoop, kneel, crouch or crawl		X		
Reach with hands and arms		X		
Stair climbing		X		

This job requires that weight be lifted or force be exerted.

Amount of Time

	None	Up to 1/3	1/3 to 1/2	2/3 or more
Up to 10 lbs.		X		
Up to 25 lbs.		X		
Up to 50 lbs.		X		

This job has special vision requirements.

☑ Close Vision (clear vision at 20 inches or less)
☐ Distant Vision (clear vision at 20 inches or more)
☐ Color Vision (ability to identify and distinguish colors)
☑ Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes
☑ Depth Perception (three dimensional vision; ability to judge distances and spatial relationship.
☑ Ability to Adjust Focus (ability to adjust eye to bring an object Into sharp focus)
☐ No Special Vision Requirements

Specific demands not listed:
_ Ability to work under pressure and multi-task _____
_____
_____

WORK ENVIRONMENT

This job requires exposure to the following environmental conditions

The typical noise level for the work environment is:
Check all that apply.

☐ Very Quiet   ☐ Loud Noise
☑ Quiet   ☐ Very Loud Noise
☑ Moderate Noise

Hearing:
☐ Ability to hear alarms on equipment
☐ Ability to hear students/individual calls
☑ Ability   to hear instructions from department staff

REPETITIVE MOTION ACTIONS
Number of Hours

Repetitive use of hands

	0	1-2	3-4	5-6	7 +
A. Right only					
B. Left only					
C. Both					X

Grasping: simple/light:

	0	1-2	3-4	5-6	7 +
A. Right only					
B. Left only					
C. Both		X			

Grasping: Firm/heavy:

	0	1-2	3-4	5-6	7 +
A. Right only					
B. Left only					
C. Both	X				

Fine Dexterity:

	0	1-2	3-4	5-6	7 +
A. Right only					
B. Left only					
C. Both	X				