



Information Technology Job Function

IT Support Assistant II

Grade 53

This is a model job description. The duties listed below are representative and characteristic of the duties required. They are intended to suggest a general level of skill and complexity and as such are not a substitute for the specific descriptions for individual positions.

Summary

Position's primary focus may be in the areas of computer operations, user and desktop support (hardware and software), helpdesk, and data management. Performs a variety of moderately complex information technology support duties to ensure smooth delivery of technology services. Monitors, operates, or coordinates and assists others in the operation of computer hardware, software, and peripherals in order to achieve desired results. Utilizes computer equipment, software and diagnostic tools to perform a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments. Requires minimum supervision and may act as lead when the need arises. Updates supervisor on status of projects or technical issues. Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or next level of support. May provide information to students, staff, faculty or general public on established policies and procedures, or services provided.

Typical Duties

1. Provides assistance in the use of personal computer hardware, software, and specialized mainframe technology or operates a multi-platform computer environment or monitors the production scheduling, execution, and successful completion of production jobs;
2. Sets up and configures desktop computers, peripherals and accounts assigning security level;
3. Installs software and installs and repairs hardware and peripherals;
4. Tests programs;
5. Troubleshoots, diagnoses problems, implements corrective action procedures within prescribed guidelines and/or escalates to other technical resources as appropriate;
6. Maintains systems, databases and web pages;
7. Administers user accounts;
8. Designs and produces basic reports;
9. Sets up and submits production jobs and edits and debugs computer output;
10. Transfers computer files between platforms;

11. Provides basic troubleshooting, repair and maintenance for computer equipment (e.g. microcomputers, disk drives, and laser printers) and may assist with testing personal computers and peripherals on a network to diagnose, hardware versus software problems;
12. Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;
13. Arranges for distribution of output to customer;
14. Maintains records;
15. Contributes to unit goals by accomplishing related duties as required.

Typical Requirements

Education: High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.

Skills and Experience: Two or more years of related experience with computers and providing customer service in a technological environment. May require the knowledge of a variety of hardware as well as software, programming languages, and operation systems. May be tested on appropriate computer skills as required.