



IT Support Assistant

Job Specification
Classification: Competitive
Series: Information Technology

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for assisting the Information Technology Department staff with projects as needed, including, but not limited to computer deployment activities, installing software, providing assistance to personal computer users. The incumbent may be required to demonstrate, provide assistance or training in using software databases. Supervision is not a responsibility of this class. The incumbent performs related work as required.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Assists with the configuration of Desktop PCs, Laptops, & Tablets.
- Assists with deploying and setting up Desktop PCs, Laptops & Tablets.
- Performs 1st level helpdesk activities such as troubleshooting and basic repair for software applications, computer devices, & other hardware.
- May perform basic Active Directory Administrative functions such as adding new user accounts and/or modifying them.
- May conduct basic, on the spot, training for staff for new Desktop, laptop, and/or tablet use.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Desktop PCs, Laptops and tablets;
- Basic Networking concepts;
- Customer service principles and practices;
- 1st level troubleshooting.

Ability to:

- Configure and setup Desktop PCs, Laptops and Tablets;
- Install, configure, and use basic software and network applications;
- Perform basic troubleshooting;
- Follow oral and written instructions, policies, and procedures for installing configuring hardware and software;
- Prioritize assignments and organize work tasks;
- Provide training on basics of PC, laptop, and tablet use;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- Excellent skill and experience in hardware installation upgrades and repairs.
- Must have excellent customer service skills.

Licensing requirements: Valid NYS driver's license appropriate to the vehicles to be operated or otherwise demonstrate the ability to meet the transportation needs of the job.

Classification history:
Adopted: 7/18/2017

