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## **JOB DESCRIPTION**

**TITLE:** IT Assistant

**DEPARTMENT NUMBER:** 220

**REPORT TO:** Systems Administrator

**JOB SUMMARY:** The IT assistant is in charge of helping with the day-to-day tasks in the systems department. This position will provide support in the following; Install, configure, and support the organization's local area network (LAN), wide area network (WAN), and internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Also, plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

## **DUTIES AND RESPONSIBILITIES**

- Assist with maintaining and administering computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations
- Perform data backups and disaster recovery operations
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary
- Configure, monitor, and maintain virus protection software
- Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use
- Confer with network users about how to solve existing system problems
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements
- Stay abreast of advances in technology
- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems
- Provide users with technical support for computer problems

## **QUALIFICATIONS**

- **Education:** 4 year degree required in computer science, IT, or related field
- **Training:** Undergo basic training and review of relevant materials with relation to the organization and how it is set up

- **Experience:** 1-2 years experience in a similar position, knowledge of computer systems, hardware, software, and other related electronics and technologies

**SPECIAL REQUIREMENTS:** Must keep abreast of new technology through training, research, and certifications, as required

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_