

IT (INFORMATION TECHNOLOGY) OPERATIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Work involves providing assistance and support with regard to first level technical issues with computers, printers, network devices, telephone system and other peripheral equipment for county departments and employees. Responsibilities include enabling/disabling logins and user accounts, and providing first-level operations and maintenance helpdesk support for a large user community. Incumbent assists with countywide purchase requests for IT equipment and systems, and assists county departments with approval/acquisition process. This position involves considerable contact and interaction with County department officials and staff. Incumbent may also provide basic training to system users in groups or one-on-one, as needed. Work is performed under general supervision of higher level IT/GIS Department staff. Supervision is not a responsibility of this position. Performs related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides first level technical and helpdesk user support for routine questions and problems involving user accounts, connectivity, and/or peripheral equipment associated with computer network systems via remote administration and/or onsite appointment, as appropriate;

Refers problems and questions beyond first level to next level of IT support and/or appropriate staff, as needed;

Assists with providing support for countywide telephone system, including troubleshooting technical problems, programming information onto phones, installing and provisioning all new phones and/or replacement phones etc.;

Maintains accurate records and logs of end-user problems, system errors, Helpdesk activities, etc., and prepares reports and/or relays information, as required and when appropriate;

Assists with receiving and processing of countywide requests for IT-related supplies, equipment, software, etc.;

Assists in communications with vendors to ensure correct and most cost-efficient delivery of IT-related purchases including but not limited to proper supplies, materials, equipment and services;

Assists with scheduling/processing of purchase orders to assure that proper supplies, materials, equipment and services are available when needed;

Assists with developing and modifying standard operating policies, procedures and forms to facilitate meeting any and all IT-related purchasing and/or assistance needs of county departments and agencies;

Assists with analyzing estimates from vendors with regard to IT-related materials, equipment, service requirements, delivery schedules, etc. to insure completeness, accuracy and efficiency in meeting IT-related needs of county departments and agencies;

Assists with set-up of new computers and peripheral equipment such as printers, copiers, scanners, and e-fax, by installing software, updates, and network connectivity.

Assists with creating and printing County ID cards, and entering new or temporary employee identities to allow access as appropriate, as well as removing identities as needed;

Assists in the support and maintenance of computers, servers, peripherals, network devices and other computer hardware;

Assists in the installation, configuration, and maintenance of desktop and laptop computer operating systems, drivers and application software;

Assist with monitoring/maintenance of various installed networks;

Assists with the diagnosis, troubleshooting, and if possible, repair of computer problems relating to software packages, basic hardware issues, security and password problems;

May act as liaison with County Departments relative to department IT-related needs and purchases, including but not limited to IT-related supplies, equipment, and software;

May assist with maintaining websites and web pages using HTML, web utilities, graphics, database, word-processing, and/or web design software;

Performs a variety of related duties as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, servers, printers and network devices; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree or higher and six (6) months of experience working with computer software/hardware applications and/or analysis; or
- b) Graduation from high school or possession of a comparable diploma and one (1) year of experience working with computer software/hardware applications and/or analysis; or
- c) Three (3) years of experience working with computer software/hardware applications and/or analysis; or
- d) An equivalent combination of training and experience as indicated in (a), (b) and (c) above.