

**JOB DESCRIPTION**

**Job Title: *IT Support Assistant, ECEP (9780)***

**Job Summary:**

To provide support and ongoing maintenance for all users. Install, diagnose, repair, and upgrade hardware and software to ensure optimal workstation performance. Receives supervision from Senior IT Support Technician.

**Essential Functions:**

- Perform on site analysis, diagnosis, repair, and training of complex hardware and software problems for end users
- Setup users on computers, tablets, phones, and copiers
- Configure, install, and support Network Equipment at sites
- Install and support VOIP phones
- Use help desk ticket system to prioritize and track completed work
- Assist staff with meetings, projects, and events that use technology
- Provide training, support, and instruction via phone, remote application, or on site.
- Maintain and document a detailed inventory, including any moved or discarded equipment
- Assess needs of users and create and host trainings
- Collaborate with Network/System Administrators to setup and maintain network connections both on site and via remote application
- Remove viruses, spyware, adware, and other harmful software from infected devices
- Assist Senior IT Support Technician and Data and Systems Analyst as needed
- Collaborate with program staff in the use of technology for the advancement of the program
- Perform other duties as assigned

**Knowledge and/or Abilities:**

- **Ability to:**
  - Communicate clearly, concisely, and professionally, both verbally and in writing.
  - Provide courteous service and support to internal and external customers.
  - Work independently, and collaboratively to define and set priorities.
  - Work with adult learners who may have limited technological experience
  - Prepare a variety of letters, emails, reports, and documents.
  - Use a variety of software to achieve program goals
  - Recognize and maintain confidentiality.
  - Speak, read and write English.
- **Knowledge of:**
  - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Visio, Access)
  - Microsoft Windows Operating Systems
  - iOS and OSX Operating Systems
  - Anti-Virus and Anti-Malware Software
  - Remote Assistance Applications
  - Helpdesk Ticketing Software

**Work Environment/Physical Abilities:** All sites within the region including office, preschool, private home; Travel using personal vehicle for work related activities based on program needs; Moderate noise level; Sitting and standing for extended periods of time; Regularly lift and move up to 45 pounds; Reaching above the shoulders and horizontally to retrieve items; Regular bending, stooping, and crouching.

**Education and Experience Required:**

- AA/AS Degree in an IT related field AND two (2) years of experience performing duties comparable to those of an IT Support Assistant.

**Certificates, Licenses, Clearances Testing and/or Bonding Required:**

- Valid California Driver's License and use of personal vehicle.
- Department of Justice and FBI Fingerprint Response.
- Proof of automobile liability insurance.

**FLSA Status:** Non-Exempt

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.