JOB TITLE : IT Assistant

DEPARTMENT: IT

REPORTS TO: Chief Information Officer

Application Process: Resume & cover letter required.

PURPOSE/SCOPE OF RESPONSIBILITY

Responsible for supporting CIO in various aspects, such as, desktop PC's, laptops, wiring, servers, networking. mobile communication devices, and more. IT Assistant will also provide support to end-users, including help-desk calls and on-site support. Good interpersonal and communication skills required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Helps support, monitor, test and troubleshoot hardware and software problems as requested by supervisor.
- Maintains a server-based LAN.
- Provides end user support for LAN- based as well as could-based applications.
- Must be familiar with standard IT concepts.
- End user support, including phone and on-site support for hardware and software issues.
- Technical support, including user training and troubleshooting for PC, server, storage, hardware, and software products, including all MS office products and customized software.
- Support company's telephony infrastructure, including voicemail system and telephone devices.
- Install/upgrade desktop/ laptop software.
- Apply fixes/patches to software.
- Install/replace computer hardware.
- Support backups.
- Assist with wiring.
- Some Microsoft Windows Server support.
- Consistent and reliable performance and attendance is expected.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma or GED.
- Available up to 25 hours per week.
- Experience with Windows 7/8/XP/10, TCP/IP, and networks.
- Proficient technical skills required including Windows, Microsoft Office Suite, Microsoft 365, Google Workspace, hardware and printer support, Android Operating Systems.
- Some understanding of Mac/Apple hardware, apps and OS.
- Experience in troubleshooting desktop applications.
- Strong communication skills.
- Ability to support and communicate with end-users.

- Ability to add hours on as-needed or on-call basis.
- Willingness to learn.