

# **INFORMATION TECHNOLOGY ASSISTANT**

**(Range 111)**

## **DEFINITION**

Performs a variety of highly responsible office support work for the Information Technology (IT) Department.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Assistant Information Technology Director and general supervision from the Information Technology Director.

## **ESSENTIAL AND MARGINAL FUNCTIONS Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Responsible for the maintenance of the IT Department's Asset Inventory database and document transmittal to the Business Office.
2. Monitors workload and work activities, establishes priorities, and meets established deadlines.
3. Generates correspondence, memos, agendas, minutes, permits, orders, purchase requisitions, ordinances, reports, claim forms, manuals, annual budgets, or other relevant materials appropriate to the IT Department.
4. Coordinates and assists with vehicle maintenance, records, and delivery of vehicles to and from repair facilities.
5. Maintains a high degree of confidentiality.
6. Creates and maintains database files and inputs and retrieves a variety of data and information utilizing a personal computer, the Internet, and e-mail.
7. Maximizes office productivity through proficient use of appropriate software applications.
8. Initiates trouble ticket calls to and from vendors as requested by IT staff and directs vendors to repair location.
9. Takes telephone inquiries and complaints, and either assists the caller or directs the caller to the appropriate individual.
10. Sorts, distributes, and coordinates incoming and outgoing department mail and performs other mailroom duties as needed.
11. Performs a variety of essential and complex record keeping duties.
12. Schedules meetings, interviews, travel, equipment repair and service, or other department functions.
13. Receives and reviews various reports, plans, and statements for the purpose of verifying accuracy.
14. Makes copies of pertinent documents as needed.

**INFORMATION TECHNOLOGY ASSISTANT  
PAGE 2**

15. Acts as a liaison between Department Head and outside agencies, gathering and relaying information as needed.
16. Interacts extensively, in person, and over the telephone with district-wide staff and management, outside agencies, vendors, and the general public.
17. Receives shipments to the IT Department. Processes for shipment all equipment, returns and RMA's leaving the IT Department. Assists with loading, unloading, inventorying, storage and retrieval of microcomputer hardware, software, and peripheral equipment.
18. Conducts periodic audits to ensure that invoices accurately reflect cell phones, pagers, and other telecommunications services that are ordered.
19. Attends staff and other miscellaneous meetings.
20. Maintains technical documentation for the IT Department..
21. Coordinates with Facilities to resolve all problems, requests, and maintenance issues related to IT Office space.

**Marginal Functions:**

1. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

1. Modern office methods and procedures.
2. Business letter writing and report preparation.
3. Record keeping and filing principles and methods.
4. Library District and Department policies and procedures.
5. Basic arithmetic and accounting principles.
6. Library District terminology and functions.
7. Correct English usage, spelling, and punctuation.
8. Be decisive in routine and non-routine problem solving in accordance with the Library District and assigned department policies and procedures.
9. Safely operate District cargo vehicles.
10. Apply Library District and assigned department policy and procedure.
11. Type at a speed necessary to perform the essential functions.

**INFORMATION TECHNOLOGY ASSISTANT  
PAGE 3**

12. Accept and manage change and maintain flexibility.
13. Work quickly and accurately.
14. Work both independently and as part of a team.
15. Perform multiple tasks concurrently.
16. Maintain fiscal and complex clerical records.
17. Generate accurate reports.

**Ability to:**

1. Communicate clearly and concisely, both orally and in writing.
2. Serve customers with patience, tact, and courtesy.
3. Maintain effective working relationships with those contacted during the course of work.
4. Understand and follow oral and written instructions.
5. Maintain the mental capacity for effective interaction and communication with others.
6. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
7. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment.
8. Maintain a safe driving record and provide a copy of said record annually.

**Skilled in:**

1. Use of personal computers, peripherals, and associated software.
2. Use of library and general office equipment.

**INFORMATION TECHNOLOGY ASSISTANT  
PAGE 4**

3. Safe and efficient operation of vehicles.

**QUALIFICATIONS**

**Training and Experience:**

High school diploma or GED equivalency required; three (3) years of secretarial or related work experience, which includes one (1) year experience in an organization's IT Department required; proficiency with word processing, spreadsheets, and working with Windows required; and typing skills required.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent moderate lifting (12 – 20 pounds); occasional heavy lifting (up to 100 pounds); bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; and utilizing a keyboard, sitting, or standing for extended periods of time.

Tasks require visual perception, audio perception, and oral communications ability.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

**License, Certificate, or Special Requirements:**

Possess a valid driver's license at the time of hire and have the ability to obtain a Nevada Driver's License.

**FLSA: NON-EXEMPT**

**CBA: NON-SUPERVISOR**

**DEVELOPED: NOVEMBER 29, 2005**

**REVISED: DECEMBER 19, 2007**