

Job Description – IT Assistant

Position: IT Assistant

Department: Information Technology

Supervisor: Information Technician

Supervises: No One

FLSA Status: Non-Exempt

Position Summary:

The IT Assistant supports the IT staff, providing technical support to Staff and furthering the Online Presence of the Nation.

Duties & Responsibilities

- Assist IT staff in maintaining and maintenance of Computer systems, Personal computers, networking devices, cabling.
- Support IT staff in development and implementation of new computer projects and new hardware installations.
- Maintain up-to-date knowledge of hardware and equipment.
- Maintain, up-date, and support IT staff in the development of the Nations online presence
- Work with various departments in the development on implementation of the Nations online presence.
- If necessary, liaise with third-party vendors and support.
- Aid in the implementation and continuity and disaster recovery plan.
- Assist IT staff various technical duties as assigned.
- Other Duties as assigned

Position Requirements:

Formal Education & Certificates

- Associates Degree in Information Technology, or Web design, or equivalent Certificate or years of experience, preferred but not necessary.

Knowledge & Experience

- Some Technical knowledge of network and PC hardware.
- Hands-on hardware troubleshooting experience.
- Working knowledge of Windows and OSX operating systems.
- Working knowledge of Adobe InDesign, Photoshop and Dreamweaver.
- Working knowledge of MS Office Products, including Word, Excel and PowerPoint

Personal Attributes

- Willingness to learn on the job, basic web video and audio.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language
- Understanding of the organization's goals and objectives.
- Analytical and problem-solving abilities.

- Ability to effectively prioritize and execute tasks.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.

Work Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals