

Spokane County Library District

CLASSIFICATION: N07

POSITION TITLE: IT Assistant

GENERAL PURPOSE:

Provides clerical assistance in carrying out the routine daily operations of the IT department. Provides basic technical support to end users. Oversees IT help desk as assigned.

POSITION SUMMARY:

Under the supervision of the Information Technology Manager, the IT Assistant is responsible for compiling monthly statistical reports, responding to requests for service or referring to others in the department, and maintaining help desk, purchasing and department inventory records.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Carries out daily routines, answers telephones and refers calls as needed; responds to help desk requests by providing basic hardware and software assistance following established procedures, or referring to appropriate IT staff; maintains help desk records.

Orders supplies and specified data processing equipment; coordinates data processing supply issues with Business Office; reviews and approves for payment all IT-initiated invoices and billings; develops and maintains the IT software and equipment database.

Compiles statistical reports for the integrated library system, website, online databases, and computer booking system using established spreadsheets and databases.

May assist with IT staff training initiatives as assigned.

Works Monday through Friday, 8 a.m. to 5 p.m., and the occasional flexible schedule to include evenings, Saturdays and Sundays.

Attends work on a regular and dependable basis.

Hears, sees, speaks and listens to individuals, to work with staff and customers.

Interacts in a professional and respectful manner with district staff and the public.

OTHER JOB FUNCTIONS: Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- General procedures relating to the gathering and analysis of data and the preparation of reports
- Microsoft office application software

Ability to:

- Provide technical assistance to customers having varying levels of technical expertise and aptitude
- Deal with the vendors, callers, and staff in a tactful, pleasant, courteous and diplomatic manner
- Organize and maintain records and files
- Follow complex instructions and to develop basic troubleshooting skills
- Express ideas clearly and concisely in writing and orally
- Utilize a variety of computer software programs and equipment to perform duties

- Gather and analyze data and prepare statistical reports
- Establish and maintain effective working relationships with other employees
- Provide quality services in a cost-effective manner and recommend improved methods of performing the work
- Physically perform the essential functions of the job

MINIMUM QUALIFICATIONS: Persons applying for a position of this class should have:

Three years of recent full-time work experience in an office environment, IT experience preferred; experience with Microsoft office application software..

OR any equivalent combination of education, training and experience that would assure satisfactory performance of the essential job functions.

Read and use English and understand numbers in print and electronic formats.

Should be able to successfully pass a background check.

Valid driver's license and normal risk insurability. Must provide own transportation.

TOOLS AND EQUIPMENT USED:

Personal computer and associated software; office equipment such as a calculator, telephone, copy machine, fax machine and scanner.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk using a computer for extended periods of time. Hearing, speaking to customers, staff and telephone callers; multiple interruptions; and solving problems requiring research and interpretation are illustrative of the mental and physical requirements of the position. Occasional travel to a variety of locations to perform work is required. Work may involve lifting heavy equipment and maneuvering in tight spaces.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt

Salary Range: N07

New Position: 09/1/10