

Position Title	IT Assistant		
Working Title			
FLSA Status	Eligible	Job Code	
Salary Band	A2	Revised	1/2019

### General Purpose

Under clearly defined procedures, provides clerical assistance for the routine daily operations of the IT department and provides basic technical support to end users.

### Illustrative Examples of Duties and Responsibilities

Answers telephones and refers calls as needed; responds to Helpdesk requests by providing basic technical assistance, or referring to appropriate IT staff.

Orders supplies and specified IT equipment; coordinates IT 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.

Performs other tasks as assigned.

### Supervision

Reports to: IT Manager

Supervises: N/A

### Minimum Qualifications

#### Required

- High School Diploma or equivalent
- Two (2) years' experience working in an office environment

#### Preferred

- IT Assistant or IT Helpdesk experience.
- Experience using an ILS.

The District may accept an equivalent combination of education and experience in lieu of the above requirements.



www.sclld.org

Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250

Argonne Library  
509.893.8260

Cheney Library  
509.893.8280

Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320

Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340

North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390

Spokane Valley Library  
509.893.8400

## Necessary Knowledge, Skills & Abilities

### Knowledge of

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

### Skill in

- Use of a variety of computer software programs and equipment

### Ability to

- Communicate effectively both orally and in writing.
- Work in a cooperative and respectful manner in a team environment.
- Work quickly and accurately; follow directions; work a flexible schedule.
- Provide technical assistance to customers having varying levels of technical expertise and aptitude.
- Follow complex instructions and to develop basic troubleshooting skills.
- Express ideas clearly and concisely orally and in writing.
- Establish and maintain effective working relationships with other employees.
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work accurately; follow directions; meet deadlines.

## Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. This position requires frequent staff contact. Moderate stress may be encountered due to heightened library activities or intense staff interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

## Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.



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*The duties listed above are intended only as illustrations of the 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.*



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