

Position Title	IT Associate		
Working Title			
FLSA Status	Eligible	Payroll Code	0300
Salary Band	A3	Revised	December 2, 2020

General Purpose

Under moderate supervision, within established procedures, performs a variety of complex activities in support of the District’s IT Department including procurement and distribution of District IT goods, services, and equipment, as well as providing clerical support to the IT department.

Illustrative Examples of Duties and Responsibilities

Answers incoming calls to the IT Helpdesk and refers calls as needed; responds to IT Help Desk requests by providing basic technical assistance, reference to the IT Wiki, or referring to appropriate IT staff. Responds to staff inquiries regarding IT policies, procedures, and practices.

Reconciles customer credit card payments through ProPay with Sirsi Blue Cloud Commerce transaction data and WorkFlows Daily Cash report to ensure accurate fines application. Documents and sends discrepancies to the Finance Office for further action

Reconciles IT credit card purchases and PO charges with the Finance Office budget report records on a monthly basis and resolves discrepancies. Updates the IT Budget spreadsheet to reflect purchases.

Assists library staff with instruction on basic use of library equipment and technology, including, but not limited to, use of tablets, Internet stations, catalog stations, and other equipment provided and maintained by the District IT Department.

Works collaboratively with other departments regarding IT task and project related needs, documents changes, as well as information or materials needed from requesting department before task/project can proceed; Ensures requested project-related information or materials are received and forwarded to assigned staff as needed. Monitors timelines and flow of IT task/project related information through all stakeholders

Examines purchase requisitions for authority and completeness and accuracy of information. Sources items for quality and cost based on these requisitions, prepares purchase orders and submits orders to vendors/suppliers. Provides vendor information and order updates when needed or requested. Assists library and IT staff in resolving problems with purchased items.

Applies E-rate inventory requirements and procedures for equipment purchased with E-rate funding.

Receives and inspects incoming shipments for quality and quantity. Verifies receiving documents against original purchase order, and resolves discrepancies prior to submitting invoices to accounts payable. Secures credit adjustments from vendors as warranted. Maintains IT standard (stock) supply inventory. Works with other staff to analyze inventory data and initiates necessary action to maintain and adjust inventory as necessary.

Maintains accuracy of information posted on the District’s IT Wiki and PC Layout maps, updating the SharePoint phone directory as well as maintaining the E911 database.

Maintains IT related District Fixed Asset and Controlled Items and other electronic devices inventory. Maintains the files for new and surplus IT related District Fixed Assets.

Compiles statistical reports for the Integrated Library System, website, online databases, and computer booking system using established spreadsheets and databases.

May provide assistance in routine ILS tasks in support of the ILS Administrator.

Performs other related tasks as assigned.

Supervision

Reports to:	IT Manager
Supervises:	n/a

Minimum Qualifications

Required	Associate degree
	Three years' experience in an IT help desk environment, or related field
Preferred	Experience using an ILS
	Experience with SharePoint

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

Necessary Knowledge, Skills, & Abilities

Knowledge of	General procedures relating to the gathering and analysis of data and the preparation of reports
	E-Rate requirements for equipment purchased with E-Rate funds
	Help Desk ticket software
Skill in	Use of Microsoft Office applications, as well as a variety of computer software programs and equipment.
	Application and use of SharePoint
Ability to	Use Microsoft Excel at an intermediate level
	Organize and maintain records and files
	Gather and analyze data and prepare reports, memoranda and other correspondence; accurately proofread written materials
	Provide technical assistance to customers having varying levels of technical expertise and aptitude
	Follow complex instructions and to develop basic troubleshooting skills
	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s);
	Interact in a professional and respectful manner with District staff and the public;
	Maintain confidentiality of information;
	Establish and maintain effective working relationships in a team environment;
	Use initiative, problem-solving skills, and sound judgment;
Work quickly and accurately; follow directions; meet deadlines.	

Work Environment

Work is performed primarily in an office environment. The noise level is usually moderate, but high noise level may be encountered, depending on activity.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck. May be required to perform duties outdoors, in various weather conditions.

Special Requirements

Background check required per policy.
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 various locations to perform work, and/or attend work-related meetings, workshops or conferences.

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.