

## IMPERIAL COMMUNITY COLLEGE DISTRICT

### CLASS TITLE: INFORMATION SYSTEMS SUPPORT ASSISTANT

#### **BASIC FUNCTION:**

Under the direction of Area Administrator(s), provide employees, students and public help desk support and information; assist IT staff with technical and clerical work as assigned.

#### **REPRESENTATIVE DUTIES:**

Serve as a help desk resource to employees and students with respect to campus technology service requests, services, projects and other functions; provide general customer service and assistance in connecting employees, students and the general public to appropriate departments as needed. *E*

Receive, prepare and manage work orders related to technology and technology support systems; Provide assistance to faculty and staff via help desk ticket(s), phone, and email. *E*

Assist users one-on-one with support of IT service application use; compile and type training documentation; assist in hardware and software installation. *E*

Enter existing and new hardware and software inventory into District database; verify existing data by checking hardware and software and update changes in inventory; notify appropriate personnel regarding change in status of hardware and software; maintain system inventory. *E*

Set-up and maintain email and email distribution accounts for employees and employee groups. *E*

Maintain purchase records of IT orders, invoices by vendors and by product, warranty information and software licenses; serve as liaison between IT department and other District departments relative to quoting and placing of IT orders, inventory and requisitions. *E*

Prepare and generate reports and records as needed (i.e. prepare billing reports, track printing costs and needs, monitor systems and equipment usage reports, etc.). *E*

Portray and provide cultural competence, inclusion, and equity when providing customer service and interpersonal interaction. *E*

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### *KNOWLEDGE OF:*

Computer, mobile devices, telecommunication and audio-visual hardware, software, and equipment.

Data entry; collection and organization of data and information.

Correct English usage, grammar, spelling vocabulary and punctuation.

Filing systems; modern office methods and practices; receptionist and telephone techniques.

Understanding of diversity, equity, inclusion and access.

Communication skills.

Basic organizational structure and function.

**ABILITY TO:**

- Perform complex technical work relating to hardware and software systems and equipment.
- Train and provide guidance to others related to information technology.
- Coordinate the purchase and repair of computer equipment.
- Learn and apply new technologies.
- Understand and follow written and oral instructions.
- Perform customer service and effectively communicate.
- Work effectively with minimum direct supervision.
- Work cooperatively in a team environment.
- Operate a variety of general office machines including a computer and related software.
- Maintain records and prepare reports.

**EDUCATION AND EXPERIENCE:**

Graduation from high school or the equivalent with some college level coursework in computer information systems, computer science or related field and one (1) year experience working with computers and computer software.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Office environment.
- Driving a vehicle to conduct work

**PHYSICAL DEMANDS:**

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- |                                  |   |
|----------------------------------|---|
| 1. Seldom = Less than 25 percent | 3. Often = 51-75 percent                |
| 2. Occasional = 25-50 percent    | 4. Very Frequent = 76 percent and above |

- 4 a. Ability to work at a desk, conference table or in meetings of various configurations.
- 2 b. Ability to stand for extended periods of time.
- 4 c. Ability to sit for extended periods of time.
- 4 d. Ability to see for purposes of reading printed matter.
- 2 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
- 2 g. Ability to bend and twist.
- 2 h. Ability to lift 25 lbs.
- 2 i. Ability to carry 25 lbs.
- 4 j. Ability to operate office equipment, computer or related peripherals.
- 3 k. Ability to reach in all directions.

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.*