INFORMATION TECHNOLOGY ASSISTANT (BOCES)

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level position in the Information Technology Department at Broome-Tioga BOCES. The incumbent will learn how to perform and assist a higher-level Information Technology staff member with the installation, maintenance and troubleshooting of information technology hardware and software, as well as other general duties connected with efficient Information Technology operations. No previous knowledge of Information Technology is required for this position. Work is performed under the general supervision of management with leeway allowed for the use of independent judgment in carrying out the duties and responsibilities of the position. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:
Learns to assist with the installation and relocation of hardware and software of network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;

Learns to assist with the performance of periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Learns to assist with the preparation of network and associated equipment for installation;

Learns to assist with the modification, update or replacement of internal network equipment parts as required;

Learns to assist with the modification, update or replacement of network equipment software as required;

Lifts network equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Learns to receive user calls regarding network-related problems and performs the appropriate action to resolve the problem;

Learns to offer customer support, user assistance and instructions to employees, students and/or faculty;

Learns to assist with performing diagnosis of failures to determine whether they are induced by network software or hardware;

Learns to notify appropriate Information Technology staff of software or hardware failures and learns to assist in the performance of diagnostics;

Learns to work with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network hardware and software;

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Informs supervisor as to the status of all operating problems, as advised by a higher lever IT employee;
Learns to assist in managing inventory of network and associated equipment, and updates logs and records necessary for efficient IT operations;
Learns to maintain operating records and prepares routine operating reports;
Learns to utilize IT service management software to document incidents, changes, inventory, and other IT related activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Knowledge of standard communications protocols;
Skill and dexterity in the use of tools;
Ability to think logically;
Ability to comprehend moderately complex technical materials and understand basic wiring diagrams;
Ability to distinguish between all colors of wire for connection purposes;
Ability to move equipment and supplies;
Ability to understand and carry out written and oral directions;
Ability to communicate effectively both orally and in writing;
Good judgment;
Initiative;
Resourcefulness;
Reliability.

MINIMUM QUALIFICATIONS:
A) Graduation from high school or possession of an equivalency Diploma.

SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment for the State of Education Department is required.

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