Job Description for Temporary, Casual or Interim Positions

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<th>Job Title</th>
<th>IT/Technical Assistant</th>
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<tr>
<td>Interim Job Code</td>
<td>INT006</td>
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<td>Pay Grid</td>
<td>Temporary</td>
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<td>Student Work</td>
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Job Summary
Support routine operations and problem resolution of computing/IT issues in a department, faculty or help desk function. Acts in accordance with established procedures.

Accountabilities
1. Assist users to resolve workstation and software-related problems and effectively communicate solutions to the end user in person, by email, and/or phone.
2. Identify, evaluate, resolve and troubleshoot routine IT issues and escalate to senior support as necessary.
3. Perform maintenance and operational IT tasks as identified by Supervisor/Manager
4. Move, reinstall and reconfigure work stations as identified by Supervisor/Manager.
5. Document and update inventory of equipment and records of problems and resolution activity

Qualifications
Education: High school diploma or equivalent.
Experience: Previous experience working with IT.

Working Conditions
- Occasional physical effort may be required when moving and/or reconfiguring work stations.
- Work is performed under general guidance and direction.

Exclusions
- Does not train users on a large number and type of software applications on an ad-hoc basis.
- Does not provide orientation and show procedures to others.
- Does not recommend service and product improvements and participate in planning meetings with management team.
- Does not proactively address problem areas by recommending effective and appropriate solutions.