Job Description for Temporary, Casual or Interim Positions

Job Title	IT/Technical Assistant		
Interim Job Code	INT006	**Pay Grid**	Temporary
Student Work Program Job Code	WPS006	**Pay Grade**	Level 2

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.

Effective Date: February 6, 2018