Information Technology (IT) Assistant
Southwest Technology Center

Job Description
Part Time (25 hours per week)

Purpose: The IT Assistant supports the IT Director, providing technical support to all SWTC staff, and furthering the presence of SWTC in online venues. The duties of the IT Assistant cover the following areas:

A. Technical Support to SWTC staff
   1. Provide assistance to staff on information systems as necessary
   2. Create instructions and documentation for new enhancements to be distributed to employees and provide basic training for internal and external users.
   3. Troubleshoot end user hardware and software issues.
   4. Perform installations, repairs, and preventative maintenance on all computers.

B. Computer Systems Maintenance
   1. Perform system upgrades as necessary for software and hardware related components as needed.
   2. Perform light administrative duties on network servers.
   3. Monitor backup procedures and perform occasional recoveries to ensure backup integrity.
   4. Assist with contacting vendors and service providers of IT equipment and supplies for efficient and effective operations.

C. Assist With Installing and Maintaining Network and Communication Infrastructure
   1. Pulling, testing, and terminating network and telecom cabling
   2. Installing networking, CCTV, and telecom hardware
   3. Troubleshooting computer, network, and telecom outages
   4. Setup and connect video conference equipment and assisting facility users “Customers” with technology equipment for their presentation and/or programs as needed.

D. Special Projects as assigned

Job Specification
The qualifications for the job of IT/Communications Assistant include the following:

A. Education and Experience
   1. High School Diploma
   2. Knowledge and understanding of current trends and developments in information technology.

B. Computer Skills
1. Knowledge and understanding of Windows operating platforms and common business software programs
2. Knowledge of network design principles
3. Familiar with Microsoft Server operating systems and IP based networking

C. Skills
1. Ability to communicate effectively, both orally and in writing
2. Organization
3. Detail-oriented
4. Ability to multi-task

D. Specific Skills and Abilities
1. Ability to work independently and as member of a team.
2. Strong communication skills to work effectively with I.T. Director, Faculty, and staff.
3. Ability to solve problems and make decisions under pressure and time constraints.
4. Ability to assess and evaluate current and future work loads
5. Ability to balance, climb ladders, crawl under furniture, over obstacles, and lift at least 30 lbs.