

Computer Assistant -IT Department

Associate II pay grade 539

Minimum starting hourly wage: \$12.7920

ANSWERS TO: Head of IT

NATURE OF WORK

With general guidance from the Department Head and existing IT team, this **entry level position** provides a variety of computer-related tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts frontline staff interactions to troubleshoot and intervene technology issues
- Troubleshoots software, hardware, and peripherals
- Categorize, determine, and escalate technology issues, as appropriate
- Maintains the IT ticket system
- Assists staff with PC and software use
- Aide and assist computer technicians
- Assists in installing software programs
- Assists with upgrades on OS, patches, and software
- Assists or plans special computer projects with IT staff
- Assists with IT inventory records
- Assists with maintenance of computer supplies
- Assists with installing staff workstations to the network
- Assists with monitoring security camera systems
- Assists with all servers, physical and virtual
- Takes evening and weekend on-call duties in rotation

ANY OTHER DUTIES AS ASSIGNED

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Windows-based computers and installation of software
- Windows OS
- TCP/IP Networking
- PC hardware, including system BIOS, CMOS, various add-on cards, and peripherals
- Virus detection and removal
- PCs in a network environment
- Ability and willingness to learn the library automation environment
- Effective written and oral communication skills
- Ability to research computer problems and needs and offer solutions
- Ability to complete project tasks on time
- Ability to be on-call, in rotation, for evening and weekend emergencies
- Ability to maintain confidentiality of information handled
- Ability to follow verbal and written instructions
- Ability and willingness to learn the hardware and software currently being used, and to suggest new products
- Ability to establish and maintain effective working relationships with staff
- Ability to perform tasks under pressure

PHYSICAL REQUIREMENTS:

Work requires sitting, standing, stooping, kneeling, walking, and lifting objects weighing less than 30 lbs

May require lifting objects weighing more than 30 lbs. occasionally

Ability to assist in setting up, tearing down, moving computer equipment, and boxing equipment

Abilities such as mobility and dexterity with hands, arms, fingers, and sight are required

Ability to perform all physical activities associated with this job

DESIRED QUALIFICATIONS:

High School Diploma, or equivalent + 2 yrs. college or technical school **OR**

High School Diploma, or equivalent + 3 years' work in technical field

NOTE: various certifications in IT functions and networking and computer knowledge may can be substituted for college coursework and demonstrated knowledge for actual work experience.

OTHER PERTINENT INFORMATION:

Previous employment information and references must accompany the application and will be verified

Applicant may be required to take a test to determine skills

Ability to drive between library branch locations, mileage to be reimbursed

Working after close-of-business will occasionally be required for upgrades and special projects

The above statements are intended to describe the general nature and level of work for this position and are not presented as an exhaustive list of all job duties of the position.

The Ouachita Parish Public Library is an equal opportunity and an At -Will employer.

A criminal background check and a drug screening are part of the pre-hire process.

FLSA STATUS: NON-EXEMPT

Position approved 5/11/23