INFORMATION TECHNOLOGY ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for initial contact for end users looking for assistance on technical issues using technology services supported by the City of Albany via telephone and/or email. The incumbent also installs desktop equipment and printers as well as provide training for using the equipment. This is a non-supervisory entry level position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides assistance to end users regarding use of desktop software and hardware;
- Provides training in the use of desktop software and custom software;
- Installs Desktop Equipment and Printers;
- Records problems and resolutions in an automated ticketing system;
- Assigns/ maintains confidential user passwords;
- Prepares work related reports and training material for end users;
- Performs routine desktop software installation and testing;
- Develops and maintains static web content;
- Assists in evaluating new computer products;
- Notifies end users of system problems via email/ phone;
- Does related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Ability to answer general IT questions and resolve user requests for IT support regarding hardware, software, and City specific programs;
- Ability to interact tactfully and effectively with administrative officers, employees, and the general public;
- Ability to communicate clearly and effectively;
- Courtesy;
- Dependability;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree (or higher) in Computer Science, Information Systems, or a related field; OR
B. Graduation from high school, or possession of a high school equivalency diploma, and two (2) years of experience in a technical position; **OR**

C. An equivalent combination of training and experience as indicated above.

**SPECIAL NOTE:** For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

1. A minimum of thirty-five (35) semester credit hours in Computer Science; **AND**
2. A minimum of six (6) semester credit hours in Mathematics.

**NOTE:**
- A valid NYS Driver’s License is required at the time of appointment and for the duration of employment.
- The terms of employment require the use of an employee’s personal vehicle for transportation.
- Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.