

**THE CITY UNIVERSITY OF NEW YORK**  
**Classified Civil Service Position Description**

**Title**            **IT Support Assistant**

**Title Codes**    04865      Annual (Full-Time)  
                     04865 H    Hourly

**FLSA Status**      Non-Exempt

**Date Issued**     April 16, 2007

**General Duties and Responsibilities**

Under direct supervision, assists with routine operations and problem resolution of computing and/or communications functions. The IT Support Assistant performs work in technical support areas, applications development, operations, help desk, and similar environments, as well as in the field where equipment may be located.

**Qualification Requirements**

1. Candidates must possess a High School Diploma, GED, or equivalent.
2. Candidates must possess eighteen months of related full-time work experience, or an equivalent combination of work experience and education beyond the High School Diploma.
  - Completion of college credits in Information Technology may be substituted at the rate of three credits for three month's experience. Completion of eighteen college credits in Information Technology may be substituted for the entire experience requirement.
  - Completion of eighteen additional college credits outside the field of Information Technology may be substituted for an additional six months of experience.
3. Demonstrated English language proficiency, including the ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for the job tasks.
4. A Motor Vehicle Driver's License, valid on the State of New York, may be required for some, but not all, positions.

**General Work Tasks**

**Routine Operations**      Operates, transports, makes minor adjustments to, and help install and configure equipment such as:

- Computing devices of all types, including mainframe computers, microcomputers, and personal computing devices.
- Communications technology, including telephones and equipment, and communications network equipment.
- Computer peripherals and related equipment, including equipment to support multimedia applications (video, audio, and conferencing).

- Performs routine system operations and administration. Loads media (cartridges, tapes, forms, papers, disk packs), operates various programs and processes, maintains user accounts, monitors computing and communications activities, and updates logs.
- Assists with data storage operations. Transfers data from one medium/format to another. Performs routine back up and recovery tasks. Transports and/or transmits designated data in any format to other locations as directed.
- As directed, makes minor adjustments and implements routine technical updates to hardware and software (including networks, operating systems, applications software, web pages, and data tables).
- Maintains records, such as inventory records and records of assignment and use of technical equipment.

**Problem Resolution**

- Communicates with technology users and other technology staff to understand the details of work assignments and the nature of problems. May log or document problem reports.
- Tests computer and communications equipment to check its capacity and capability to perform as specified, and reports findings.
- Identifies problems regarding computer, peripheral, or communications equipment, and other operating environment.
- Determines the cause of malfunctions and various methods (e.g., observation, use of diagnostic software or equipment).
- Informs a supervisor or designated contact for repairs. Documents findings and actions taken in appropriate logs. Follows up to assure problems have been resolved.
- May perform simple repairs such as replacing faulty computer, peripheral and communications equipment and/or component parts (e.g., boards, cards, monitors, cables, communications circuits), fixing electromechanical components (e.g., switches, relays, transformers) and tuning/adjusting components to correct malfunctions.

**Related Tasks**

- May enter data into, or operate computer-based systems in performing work, including problems logs and help desk systems.
- Maintains standards for safety and for the proper use of equipment and tools.
- Adheres to uniform performance standards and efficient work methods. Provides timely and effective service.
- Occasionally assists in orientation and training of new staff. May temporarily supervise other personnel.

**Direct Lines of Promotion**

From: None

To: IT Assistant