

THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title **IT Assistant**

Title 04875 Annual (Full-Time)
Codes 04875 H Hourly

Information Systems Group (036)
Competitive Class Title

FLSA Status Non-exempt as a default; depending on individual job duties, some positions may be considered Exempt under the FLSA. Overtime policy is subject to bargaining unit agreements.

Date Issued August 23, 2007

General Duties and Responsibilities

Under supervision, with latitude for independent initiative and judgment, performs entry-level professional work in technology-related disciplines.

IT Assistants perform a range of work in development/programming, communications, technical support, or similar functions depending on the needs of the Information Technology area to which they report.

There are three pay steps (or salary levels) for this title.

This specification describes typical assignments for this title; related duties may be assigned as needed.

Qualification Requirements

- Level 1
1. A High School diploma or GED from an accredited institution.
 2. A minimum of six months of full-time work experience in a computer or technology-related position. CUNY considers full-time experience to be 35 hours per week. For the IT Assistant title only, experience that is less than full-time and more than 20 hours per week can be prorated at 50% (i.e., two months experience at 20 - 35 hours per week equal to one month's full-time experience).
 3. Additional experience and/or education that can be met by one of the following:
 - An additional three years and six months of full-time work experience in a computer or technology-related position (i.e., a total of four years' experience when combined with item 2 above).
 - An Associate's degree plus one year and six months of full-time work experience in a computer or technology-related position (i.e., a total of two years' experience when combined with item 2 above)

- A Bachelor's degree from an accredited institution.
4. Demonstrated English language proficiency, including the ability to speak, read, write and understand English well enough to meet minimally acceptable performance standards set for job tasks.
 5. A Motor Vehicle Driver's License, current and valid in the State of New York, may be required for some, but not all, positions.

Level 2
Level 3

In addition to minimum qualifications for Level 1, incumbents must demonstrate they hold additional qualifications (education, experience or certification) appropriate to the specific requirements of the Level 2 or Level 3 position.

Direct Lines of Promotion

Can be promoted from: IT Support Assistant (04865) → IT Assistant (This Title) → Can be promoted to: IT Associate (04877)

General Work Tasks

Technology-Independent Tasks

Technology Service Delivery

(Expected of all employees)

Completes assigned technical tasks in area(s) of competency.

Resolves minor problems in area of expertise with little or no supervision, notifying others according to department procedure.

Searches, extracts and verifies data from the computer or from computerized records.

Monitors activity in area(s) of responsibility, bringing real and potential problems to management's attention as needed.

Performs tests of own work, others' work and vendor components, and compares results to specifications, noting differences for review.

Maintains records, such as inventory records, systems and operations logs, and documentation of programming activities. Maintains records of work in progress and work completed, and prepares appropriate reports as required.

Maintains system documentation, procedures and other instructions necessary for successful operations.

Contacts and interacts with vendors to acquire and implement software upgrades and equipment maintenance. May oversee vendor contract compliance.

Demonstrates an understanding of, and adheres to, systems methodologies, performance standards, and work methods established in unit.

Communications

Reports activities in detail to direct management.

Responds to requests for technical assistance or information, referring requests to supervisors or other technical staff as needed.

Provides information regarding activities of the unit to others, as requested by management.

Conducts general training sessions in area(s) of expertise.

Planning and Oversight

Assists in the preparation of surveys and feasibility studies.

Staff Management

Assists in orientation and training of new staff.

Supervises other personnel on a temporary basis when necessary.

Other (General)

Maintains standards for safety and the proper use of equipment and tools.

Provides timely and effective service.

Performs duties of lower titles when necessary.

Technology-Specific Tasks

(Depends on assignment)

Performs specialized work in one or more technology-related areas. While areas of specialization vary, typically IT Assistants perform entry-level professional tasks to support one or more of the disciplines listed below. Work is performed with the same scope, complexity, independence and impact as described in the above technology-independent tasks. This list is not all-inclusive.

Internet design and programming (generally excludes content creation and graphic design)

Computer facility operations (systems and networks)

Applications programming

Systems programming

Customizing packaged software

Database design and administration, including design of complex reports

Systems analysis

Communications and networks

Systems training, user support and related services, such as Help Desks

Repairs and Technical Support

Support of personal computing devices (hardware and software)

Support of telephony systems (hardware and software)

Systems utilization analysis and capacity planning

General systems planning.