

CLASS SPECIFICATION

Information Systems Assistant

Code Number: _____

GENERAL PURPOSE

Under supervision, performs scheduled computer production jobs in accordance with established procedures; provides basic help desk services for computer hardware and software problems to end users for the operation and use of computer hardware and software and related peripherals; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Information Systems Assistant provides computer production and basic help desk services ranging in difficulty from routine to moderate in support of the Commission's operations and information systems mission, goals and priorities.

Information Systems Assistant is distinguished from Information Systems Technician by the level of experience and skill required of Information Systems Technicians to independently perform a variety of hardware and software support functions involving the application of specialized knowledge and skill gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Operates a computer, printers and other equipment to run designated production jobs in accordance with established processes and procedures; utilizes established reconciliation procedures to ensure output accuracy; prints checks and generates file updates and related reports.

Performs periodic updates to computer files in accordance with established procedures; performs basic troubleshooting to identify and resolve data errors.

Performs first level help desk support, including answering the help desk telephone, obtaining problem information from users, assisting users in resolving basic hardware and software problems and referring problems that cannot be resolved to other Information Systems staff.

Performs routine hardware support functions such as installing, relocating and swapping out PC and other hardware and peripherals, setting up and copying files and similar support functions.

Assists in maintaining and supporting the agency intranet, including updating and adding new information to the network.

Downloads and prints copies of the *Federal Register* from the Internet; assists users in obtaining information from Internet sources.

OTHER DUTIES

Assists in maintenance of the agency's laser printers; troubleshoots printer problems, cleans and performs minor maintenance and hardware adjustments on printers and other peripherals.

Performs month-end public housing processing; generates reports; prints, folds and stuffs month-end statements.

Performs backup data entry and other clerical services; maintains records and files.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Basic PC hardware and operations; characteristics and limitations of PCs and related equipment; standard database, word processing and other PC software packages; basic methods and techniques for troubleshooting and determining the causes of computer hardware and software problems; basic practices and terminology used in bookkeeping and financial record keeping; standard office practices and procedures.

Ability to:

Operate computer and peripheral equipment and Commission-standard software applications; make calculations and tabulations to reconcile production run data accurately and rapidly; make sound decisions in accordance with rules and procedures; follow and apply written and oral work instructions; communicate effectively, orally and in writing; prepare and maintain records and reports; obtain accurate and complete information from users, in person and by telephone, and perform basic troubleshooting to diagnose hardware and software problems and make minor repairs or fixes; establish and maintain effective working relationships with computer system users, section staff, vendors and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of experience involving PC operations or hardware/software support; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; stand and walk; talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard computer and office equipment; and reach with hands or arms. Employees regularly lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; and interact with others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically work under normal office conditions and the noise level is moderately quiet.