IT Support Assistant

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<th>Job Family: Information Technology</th>
<th>Sub Family: Support</th>
<th>Career Track and Level: TAS 1</th>
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<tr>
<td>Job Code: ITSUPPORTTAS1</td>
<td>Job Series: 30311</td>
<td>Pay Grade: CA&amp;P</td>
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<td>FLSA Category: NON-EXEMPT</td>
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**Job Family**

**Information Technology:** Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

**Sub Family**

**Support:** Responsible for a wide range of services including, but not limited to, computer operation, monitoring data security, technical support, troubleshooting, software testing, and analyzing usability. Tasks are also dependent on the complexity of software and hardware, as well as the number of systems. The IT Support group may seek guidance or report to IT Management.

**Job Responsibilities**

- Provides basic computing support and related services to customers by using standard procedures and documented processes.
- Installs and configures local area networks, voice, data, and video hardware. Monitors performance of networks using appropriate software and hardware tools.
- Delivers and sets up new workstations and other hardware following University recommended guidelines.
- Maintains and monitors production control systems; maintains monthly production schedule and makes appropriate changes as required.
- Maintains online system documentation and user report distribution; assists in editing and verifying procedures written by programmers.

**Role**

- Reflects most common entry point for this career track.
- Performs a relatively small number of tasks/duties by selecting correct processes from clearly prescribed rules and specific instructions.
• May supervise or oversee the work of student employees.

**Impact and Complexity**

• Performs job responsibilities following a defined standard output or set of procedures.
• May schedule and/or check the work of students.
• Work is closely supervised with limited opportunity for independent action or decision making.
• Exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards.
• Work consists of tasks that are routine, or well-defined, with specific instructions to achieve standards.

**Requirements**

Knowledge of basic or commonly used procedures and/or equipment typically obtained by a high school degree or GED or equivalent and 0 to 2 years of technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

*This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.*