

**Lane Council of Governments
Job Classification**

Job Title:	Information Systems Assistant	FLSA Status:	Exempt
Division:	Administrative Services	Range:	17
Reports To:	Information Systems Manager	Last Revised:	August 2000

General Statement of Duties

Assists users in resolving recurring hardware and software-related problems in a PC-based Local Area Network (LAN) environment.

Supervision Received

Work is performed under applicable policies, guidelines and appropriate LAN technical standards and requirements. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

None.

Resource Responsibility

Limited responsibility for financial or human resources. Work is part of a larger task where many checks exist for errors.

Essential Job Functions

Assist Senior & Disabled Services Division users with resolving recurring hardware and software problems in a PC-based Local Area Network (LAN) environment

Assists users in basic functions such as: setting up defaults; reconnecting printers; formatting documents; and file management.

Documents and tracks problems; analyzes problem reports for patterns; uses help desk tools; and recommends corrective actions.

Serves as the WordPerfect support specialist for the Senior and Disabled Services and assists staff in using word processing technology; develops training handouts such as short cuts and frequently used features.

Refers more complex hardware and software problems to appropriate staff.

Other Job Functions

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of computers and related equipment, with long periods of sitting at a computer and occasional lifting of objects weighing up to 50 lbs.

Knowledge, Skills, and Abilities

Knowledge of LAN hardware and software applications and LAN system capability.

Knowledge of computer applications including WordPerfect, Excel and Microsoft Office Products.

Knowledge of basic computer troubleshooting such as logging onto mainframe sessions and reconnecting printer to server.

Ability to communicate effectively with other employees and vendors using tact, courtesy and good judgment.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with other employees and representatives of other agencies.

Physical ability to perform assigned work.

Education and Experience

Associate's degree in computer science and three years related experience, or any combination of education and experience that provides the applicant with the desired skills, knowledge, and ability required to perform the job. Requires experience working with PCs. Experience with NT Workstation 3.51 operating system and WordPerfect 6.1 highly desirable. Experience with Extra! Terminal Emulation and Excel spreadsheets is also desirable.

Licenses, Certificates, and Other Requirements

None.