



POSITION DESCRIPTION

Administrative Services

IS Associate

IS Associate

EMPLOYEE NAME: _____

Position Title: IS Associate

Classification/Salary Range: Assistant / EA Range 21

Division/Unit: Administrative Services / IS

Reports to: IS Service Manager

FLSA Status: Exempt, Not eligible for overtime

Representation: Employees Association

Position Location: Schaefers Building, 1015 Willamette Street, Eugene, OR, or other locations as needed.

Position Purpose

Position Purpose: The primary role of the IS Associate is to assist users in resolving recurring hardware and software-related problems in a PC-based Local Area Networks (LAN) environment. Help ensure efficient and effective operations and service at LCOG or a specific LCOG division. This is a hands-on position, and the incumbent will be a primary technical resource for providing Tier 1 triage service and support, as well as next tier of technical support for the network and systems

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. 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 the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

Develops a depth/breadth of knowledge of the applications and infrastructure of LCOG or a specific LCOG division and program areas.

Assists users with connecting to Virtual Private Networks (VPNs) and resolving recurring hardware and software problems in LAN environments.

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.

Develops training handouts such as short cuts and frequently used features.

Refers more complex hardware and software problems to appropriate staff.

Additional Knowledge, Skills, and Abilities

Proven ability to communicate effectively across organizations. A strong team player who can obtain positive visibility and credibility quickly and contribute to the success of the Lane Council of Governments.

Knowledge of LAN hardware and software applications and LAN system capability in a Microsoft Windows environment.

Knowledge of configuring printer to server and imaging computers for end users.

Knowledge of Video Conferencing concepts and technologies and the ability to troubleshoot user problems in this area.

Ability to keep IT supplies stocked so they are ready to be used and keep work areas clean and organized.

Ability to review and maintain electronic files; creating and maintaining electronic documentation of installation procedures as they change and evolve with new versions.

Ability to create and maintain software deployment packages.

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.

Other Duties of Position

Provides back-up support to other positions in case of absence or work overload.

Commitment to working effectively and collaboratively with colleagues, members of the public, clients, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Must be able to travel as needed to LCOG or division sites.

Conducts training sessions for staff and for new staff in Cohort sessions.

Provides technical expertise by maintaining a current knowledge of the IS hardware and software environment.

Represents LCOG on committees and at meetings, functions, and trainings, if needed.

Regular and on-time attendance.

After hours technical support as needed.

Plans and conducts special assignments as directed by the manager.
Performs other duties as assigned.

Minimum Qualifications

Associate's degree 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 networked PCs, printers, and other common devices.

Preferred skills:

Previous work experience with Mobile devices that are both Android and iOS based.

Previous work experience with Voice over IP (VOIP) phones and software.

Previous work experience in the public sector and with governmental practices and procedures.

Strong analytical abilities.

Excellent inter-personal skills and the ability to work independently with external agencies.

The ability to pass a criminal background check.

Signatures

Employee signature and date _____

Manager signature and date _____

Human Resources signature and date _____