

## POSITION DESCRIPTION

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**POSITION TITLE:** IT Assistant

**DEPARTMENT:** Information Technology

**DATE:** 02/06/2024

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### **POSITION SUMMARY:**

This position is a part time regular nonexempt position. This position is responsible for supporting information technology services for County offices under the direction of the IT Director, including the coordination, planning, implementation, supervision, and evaluation of County computer technology; coordinate programs and provide technical assistance to system users.

### **ESSENTIAL FUNCTIONS:**

- Formulate departmental policy and programs for the IT Department.
- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Document technical knowledge
- Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- Hands-on experience with Windows/Linux/Mac OS environments
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and troubleshoot basic technical issues
- Familiarity with remote desktop applications
- Excellent problem-solving and communication skills
- Ability to provide step-by-step technical help, both written and verbal

### **Qualifications:**

- High School diploma or GED
- Ability to establish and maintain effective working relationship with Elected Officials, staff, public and private agencies, and the general public.
- Ability to respond appropriately to complex and sensitive issues.
- Ability to communicate effectively verbally and in writing.
- Must possess extensive knowledge of Windows Operating Systems, OS/400 and Linux/Unix.
- Fundamental knowledge of network architecture, system security, and mail protocols.
- Must be familiar with programming fundamentals.
- Able to prioritize between numerous different County projects at one time.
- Willing to work unusual hours, as needed.

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### **Physical Demands:**

- Employee must be physically fit and have the ability to read, walk, climb, balance, grasp, kneel, crouch, reach, pull, bend, stretch, and lift fifty pounds.

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities skills and abilities. Additional functions and requirements may be assigned by the Board of County Commissioners as deemed appropriate. Boise County reserves the right to change this job description.