Technical Assistant I (Information Technology Technician I; 2401)

Under general supervision, perform duties in direct support of library staff and faculty, and/or public workstations: Duties may include the following:

Respond to Library help desk inquiries;
Provide assistance to Library computer users;
Computer equipment maintenance;
Operating system, software, and hardware set up, installation, maintenance, repairs, and trouble-shooting;
Maintain service logs;
Scan, edit, and format articles, documents, and pictures;
May assist with programming, creating databases, diagnosis of computer problems, or other special projects as assigned;
Create, edit, maintain web pages/sites.

Qualifications:
    Required: Three months of information technology related experience or education such as installing workstations, providing technical support for software, or installing and maintaining hardware, and/or network systems. Some positions require knowledge of HTML.

    Preferred: None.

Technical Assistant II (Information Technology Technician II; 2402)

Under minimal supervision, perform duties in direct support of library staff and faculty, and/or public workstations: Duties may include the following:

Respond to Library help desk inquiries;
Independently consult with Library computer users to evaluate problems and determine the best course of action for remedies;
Provide assistance to Library computer users;
Computer equipment maintenance;
Operating system, software, and hardware set up, installation, maintenance, repairs, and trouble-shooting;
Maintain service logs;
May assist with programming, creating databases, diagnosis of computer problems, or other special projects as assigned;
Create, edit, maintain web pages/sites.

Qualifications:
   Required: One year of information technology related experience such as: installing workstations, providing technical support for software, or installing and maintaining hardware, network infra-structure equipment, or telecommunications software or hardware.

   Preferred: None.

<u>Technical Assistant III (No comparable title)</u>

To be arranged.

bb: Technical Assistant PDs.doc (05/04/04)