INFORMATION SERVICES ASSISTANT I

DISTINGUISHING FEATURES OF THE CLASS: This is entry-level computer support work that involves responsibility for assisting computer users in solving basic computer system problems. May provide one-on-one training or assist in training classes for users. The work is performed under the direction of a supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:
Responds to calls received by telephone, through e-mail or in person from computer users in order to identify problems and provide solutions;
Provides first-line assistance and develops basic solutions over the phone or on site;
Acts as liaison with other technical staff in order to assist with problem resolution, including follow-up checks to ensure that problems are resolved;
Provides input for ways to improve user service;
Prepares forms, reports and queries as needed or requested by supervisor;
Composes basic "how to" guides for users;
Inputs data, on occasion, for users when they are overloaded;
May participate in special assignments in support of various computer functions;
May troubleshoot simple application errors, such as re-activating files in system, adding new files, printing labels or running correction reports, etc.;
May add new users and sets security rights as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of the principles and practices of computer system support, especially "help desk" skills; good knowledge of system software (e.g. Microsoft Word, GroupWise e-mail); good knowledge of the jurisdiction's network and solution to basic problems*; ability to provide system support to users of the jurisdiction's computer system; ability to communicate effectively, both orally and in writing; ability to produce documentation for computer users; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and <u>either</u>:

1. One (1) year of experience in computer software support**; <u>or</u>

2. Nine (9) credit hours beyond high school in data processing, computer sciences, management information services or related curriculum.

*To be demonstrated during the probationary period.

**Computer software support is defined as diagnosing/troubleshooting of computer problems relating to software packages, basic hardware issues, security and password problems.