MORGAN STATE UNIVERSITY
JOB SPECIFICATON

IT SUPPORT ASSISTANT

Class Code: N1053   FLSA Code: N/E (Non-Exempt)
Pay Range: 12

JOB SUMMARY

Under direct supervision, assists clients in the use of computer hardware, software, and network services.

PRIMARY DUTIES

1. Resolves or redirects questions which are hardware, software, or network related.

2. Receives training and assistance in computer applications such as writing simple programs, testing, debugging, and documenting.

3. Conducts basic information technology courses in a classroom setting. Ensures that the necessary training materials and support equipment are available and functioning properly.

4. Ensures that hardware, software, and peripherals are properly configured and fully operational.

5. Maintains and distributes software documentation, reference manuals and training guides.

6. Installs and updates software.

7. Performs standard preventive maintenance on computers and peripherals.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: One year with the types of hardware and/or software to be supported.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Working knowledge of two applicable software products. Skill in operating supported computers and peripherals. Ability to communicate effectively both orally and in writing; to work effectively with clients; to solve technical problems.

OTHER:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.