

CONEJO RECREATION & PARK DISTRICT

Job Title: Information Technology Assistant

Division: Management Services

Summary:

Under direction, provides support for District information technology department including assisting employees with issues and questions, communications with staff, asset tracking, resource coordination, creation of training material and related duties as assigned.

Essential Duties and Responsibilities:

- Assists end users with information technology related questions and issues.
- Responds to inquiries, requests and provides assistance for District systems and programs including systems at remote sites; coordinates activities by users and IT staff to resolve inquiries.
- Tracks and maintains information technology assets, checking equipment in and out as needed and maintains inventory.
- Assists in developing training materials and guides for IT applications. Maintains District IT knowledge base.
- Maintains work, time and material records, preventive maintenance schedules and updates help desk software.
- Installs hardware, software and peripheral equipment.
- Supports District computer labs, ensuring computers are up to date and in good working condition.
- Provides technical support for District board meetings including live broadcasting and post-production.

Other Duties and Responsibilities:

- Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *

Education/Experience:

High school diploma or equivalent, six months of relevant experience; or equivalent combination of education and experience

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, schematic diagrams, or technical procedures and documents. Ability to write reports, business correspondence and procedure manuals. Ability to present information and respond to questions from staff.

Math Ability:

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates and Licenses:

California Driver's License

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Knowledge of:

Principles and techniques of computer systems, and software troubleshooting. Use, capability, characteristics and limitations of computers and related equipment. Principles and practices of training as related to personal computers. Standard word processing, spreadsheet and report generation PC software packages. Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Analyze and define user problems and requirements. Analyze and define problems and conceptualize practical computer solutions. Work on multiple concurrent projects with frequent interruptions. Organize work to meet rapidly changing priorities. Understand and carry out oral and written directions, exercise good judgment and initiative in work functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Standard office setting; some exposure to confined areas such as equipment/computer rooms and network infrastructures; regular interaction with District staff at various sites/locations.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. Hear in the normal audio range with or without correction. Lifts up to 25lbs frequently. Occasionally lifting up to 50lbs.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned them by their supervisors or by law.