

Job Description

Job Title: Assistant to Computer Support Specialist
Job Summary: Provide technical assistance to computer users, troubleshoot problems and answer questions to prevent downtime, while enhancing the use of hardware, software, peripheral equipment and operating systems.
Wage Category: ACSS I, II, III
Department: IT
Reporting to: Computer Support Specialist
FLSA Status: Non-exempt (Fair Labor Standards Act)

Responsibilities of essential functions include:

1. Assist Computer Support Specialist
2. Install, configure and support local area network, internet and other IT systems
3. Monitor and maintain hardware and software
4. Implement security measures for IT systems
5. Develop and maintain IT-related scenarios and protocols
6. Effectively streamline systems and processes to improve productivity
7. Apply both technical skills and business training to solve issues that may arise
8. Provide technical assistance and training to IT system users
9. Answer questions and/or resolve IT system issues onsite, via telephone or remotely
10. Provide assistance concerning the use of IT system hardware and software, including but not limited to printing, installation, word processing, electronic mail, operating systems, etc.
11. Maintain custom software for procedures within internal operations
12. Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
13. Oversee and suggest improvement for the daily performance of computer systems
14. Setup equipment for employee use, performing or ensuring proper installation of cables, operating systems and appropriate software
15. Confer with staff, users and management to establish requirements for new systems or modifications
16. Prepare evaluations of software or hardware, and recommend improvements or upgrades
17. Develop training materials and procedures, and/or train users in the proper use of hardware and software
18. Refer major hardware or software issues and/or defective IT-related products to vendors or technicians for service
19. Conversion of artwork files and upload to gSource.com
20. Maintenance of gSource.com and ensure search engine optimization
21. Maintenance of gStore
22. Upload and maintenance of gSource label databases

