General Statement:

Under supervision at range A & B and under general supervision at range C from the Staff Information Systems Supervisor, the Assistant Information Systems Analyst performs a variety of tasks within the Information Technology Help Desk Unit supporting the Department’s personal computers, Local Area Network/Wide Area Network (LAN/WAN), peripheral computer equipment and the supported licensed software products.

Essential Functions:

Incumbent will provide support for activities associated with the Information Technology Help Desk to department personal computer clients. Respond to assigned help desk work orders within the standard response timeframe, diagnose and resolve routine and complicated problems related to personal computers, peripheral equipment and software and document status through resolution. Coordinate new equipment installations with users to ensure smooth, trouble-free installations with minimal interruptions to clients. Set up equipment for client use, performing or ensuring proper installation of cable management, installing operating systems, or appropriate standard licensed software. Work closely with network staff and periodically assist with network LAN maintenance monthly events. Troubleshoot issues regarding Citrix Receiver and client accounts. Identify problem IT related areas and recommend solutions.

The incumbent will document 1st level solutions and intake into the Track-It ticketing system and work order database. Incumbent will maintain current work order status at all times. Incumbent will keep clients abreast of work order status. Incumbent must update and document progress of work through to resolution in each work order.

Per State Administrative Manual maintain accurate equipment asset identification tag information, client assigned equipment and client location to the inventory control team where equipment moves, replacement and completing PC set up and PC Refresh check list. Conduct bi-annually physical inventory of all ITB assets.

Incumbent will assist in Microsoft application functions and user tips. Develop how to tips for clients for computer related topics to be distributed in a monthly electronic newsletter. Provide instructor lead training in technology courses and mandated courses to clients as scheduled in the information technology training room.

Provide IT orientation to new employees regarding Department policies and procedures individually and quarterly to new employees.

Attends regularly scheduled weekly HD staff meetings and 1:1 weekly meetings with supervisor. Incumbent will report issues, work order status, receive assignments or projects and discuss personal development goals.

Marginal Functions:

Provide documentation of installation procedures for customers and technical support staff.

Physical Requirements:

This position requires the ability to move computer equipment weighting up to 50 lbs: the ability to sit and stand for extended periods of time; and the ability to bend and stoop to connect PC wiring along
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<td>the floor and through modular workstations. Average routine physical: 25% Telephone use; 35% computer use/typing; 25% lifting and moving equipment; 10% sitting in meetings or training; 5% provide presentation or training in front of audience or individual.</td>
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**Working Conditions:**
Work in a cubicle environment. This position requires strong teamwork and communication skills. The position requires daily walking about the building to visit individual desktop PC’s and peripherals to provide service. Incumbent must have the ability to shift priorities and meet stated deadlines. This position may have occasional travel by car and by air to provide service to HCD field offices.

**Supervision Received:**
The incumbent will be supervised by the Staff Information System Analyst Supervisor.

**Supervision Exercised:**
Not applicable.

**Administrative Responsibilities:**
Not applicable.

**Personal Contacts:**
The incumbent will have daily and frequent contact with departmental personal computer users; work with technical support staff and contact vendors in the resolution of difficult technical problems and warranty issues. The incumbent also is expected to be courteous to clients and co-workers in a manner consistent with HCD’s goal of providing excellent customer service.

**Consequence of Action:**
The incumbent is expected to act independently in the duties assigned. Failure to recognize issues, analyze appropriately, and provide quality technical support may result in unresolved problems, poorly planned installations, clients dissatisfaction and the inability of Department staff to perform job duties efficiently and timely.

**Other Information:**
This position requires strong organizational skills and an aptitude toward learning and applying technical skills. Since the incumbent will be in frequent contact with users, he/she should possess excellent interpersonal communication skills. Ability of multitasking in a fast-paced environment, while maintaining an emphasis on quality.

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**EMPLOYEE STATEMENT**

I have discussed the duties and responsibilities of the position with my supervisor. I certify that I am able to perform the essential functions listed with or without reasonable accommodation. I understand that I may be asked to perform other duties as assigned within my current classifications including work in other functional areas as business needs require.

Employee Signature: ____________________________________________ Date: ______________

**SUPERVISOR STATEMENT**

I certify that I have discussed the duties and responsibilities of the position with the employee.

Supervisors Signature: ________________________________ Date: ______________