Information Technology Job Function

IT Support Assistant I
Grade 51

Summary
Position's primary focus may be in the area of computer operations, hardware, software, or data management. Monitors, operates, or coordinates the operation of a computer hardware, software, and peripherals in order to achieve desired output. Utilizes computer equipment or software to perform a broad range of information processing assignments or clerical duties including the interpretation, preparation, entry and editing of data for information processing or input in a computerized information system. Supervisor normally provides general instructions and work priorities. Completed work may be reviewed by supervisor for accuracy. Exercises judgment in selecting and applying established procedures correctly, and determines when to refer problems to the supervisor. May provide information to students, staff, faculty or general public on established policies and procedures, or services provided.

Typical Duties

1. Reviews, sets up and submits production input for computer processing.

2. Schedules production runs to meet both user and system needs, including scheduling control over interfacing systems.

3. Edits and debugs computer output to ensure data meets job requirements.

4. Updates and maintains control records and procedures for accuracy and security of data (e.g., control logs for totals, tapes, and disk files).

5. Acts as a customer liaison for the computing center, communicating, resolving, and/or initiating the resolution of problems and concerns.

6. Operates peripheral equipment such as printers, sorters, bursters, etc..

7. Arranges for distribution of output to customer.

8. Contributes to unit goals by accomplishing related duties as required.

Typical Requirements
Education: High school graduate or equivalent with some general data processing or computer operations training preferred.

Skills and Experience: One to two years related experience with computers and word or data processing preferred. May require the knowledge of third generation computing equipment with particular knowledge of Job Control Language (JCL) and multiprogrammed systems. May be tested on appropriate computer skills as required.

Note: This is a model job description reflecting a sample of typical duties. It is intended to suggest a general level of skill and complexity and as such is not a substitute for the local, specific descriptions for individual jobs.

Other HUCTW generic job descriptions can be found in HARVie's Union Contracts section.