



City of Brunswick Job Description

Job Title:	Information Technology Assistant	FLSA:	Non-Exempt
Department/Div:	Information Technology	EEO-4 Code:	
Reports to:	IT Administrator	Date:	08/25/2022
Supervises:	None		
Pay Rate:	\$20.70/hr		

JOB SUMMARY

This position is responsible for the development, management, and administration of network hardware and software systems in support of a variety of city government operations and functions.

MAJOR DUTIES

1. Oversees day-to-day computers system operations to ensure all systems are functioning properly.
2. Receives and reviews work orders and identifies priorities, schedules equipment repair and maintenance.
3. Researches and troubleshoots issues.
4. Researches, evaluates, tests, recommends, and implements new products.
5. Monitors equipment, supplies, and tools inventory levels; ensures the availability of materials to conduct work activities; initiates requests for new and replacement items.
6. Conducts site visits to city offices or other locations to provide computer support; operates a motor vehicle to conduct site visits, pick up or deliver computer components, or perform other work activities.
7. Maintains systems security.
8. Creates and establishes user accounts.
9. Refurbishes hardware.
10. Assists in planning and scheduling major projects.
11. Collaborates with user departments on IT issues and initiatives.
12. Assists in training staff in the use of new systems and software.
13. Develops and manages department budget.
14. Coordinates with vendors to resolve problems.
15. Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

1. Excellent verbal and written communication skills
2. Excellent organizational skills and attention to detail.
3. Excellent interpersonal skills and customer service skills.
4. Basic understanding of clerical procedures.
5. Basic understanding of technology and its uses.
6. Ability to work independently.
7. Proficient with Microsoft Office Suite or related software.
8. Zoom and Microsoft Teams experience preferred.
9. Experience using various social media platforms, Facebook, Twitter, etc.

SUPERVISORY CONTROLS

The IT Administrator assigns work in terms of general instructions. The IT Administrator spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.

GUIDELINES

Guidelines include industry standards and best practices, hardware and software manuals, and city and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to perform administrative work related to the Information Technology department, and projects.

CONTACTS

- Contacts are typically with co-workers, vendors, and members of the general public.
- Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required; Associates degree preferred.
- Minimum of two years of related clerical experience required.