

Job Description



Job Title: IT Assistant

Dept: IT

Job Summary: This position reports to the Information Technology Director and is responsible for supporting La Montañita computing and telecommunication network operations and procedures. The technician works within a team environment to support telephone systems, which may include installation of cabling and phones, and is responsible for supporting personal computers, peripheral equipment, networks, communications equipment, and providing support for users' software and hardware needs. This is a non-exempt, professional-technical position.

The ideal candidate will have 2+ years experience providing PC tech/help desk support, with strong troubleshooting skills, and excellent customer service skills. The ideal candidate will also have 2+ years database administration experience with MS SQL Server, as well as experience with MS SQL Reporting Server and Crystal Reports. Additionally the successful candidate will have 2+ years' web design and programming experience, with PHP, .NET, HTML, and integration with MS SQL databases.

- Provide 1st level support to staff throughout LMC during business hours.
- Diagnose/troubleshoot computer/point-of-sale issues for staff and repair/replace computer equipment and peripherals as required.
- Escalate issues to the IT Coordinator if basic troubleshooting and/or replacement of equipment does not resolve the issue in a timely manner.
- Document work orders and/or staff requests to ensure issues/requests are managed efficiently.
- Ensure integrity and security of the LMC data systems, as well as recommend optimization solutions to the IT Coordinator to provide staff with efficient applications and/or reports.
- Manage/create reports and integrate with an online solution to allow staff access to information via an Intranet website.
- Maintain and enhance the LMC website, integrating customer-facing solutions to enhance customer service.

- Develop solutions for staff that integrate point-of-sale, accounting, and/or warehouse distribution data systems.
- Train staff on how to use reports and applications.
- Write documentation for processes and programs developed to better understand how they work.
- Must be able to work weekends.
- Regular and satisfactory attendance and punctuality; and
- Perform other duties as assigned.

This position requires the individual be able to lift equipment, be available for support 7 days a week and be able to travel to LMC locations in Albuquerque, Santa Fe, and Gallup.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Staff Member Signature

Date