

## ***Information Technology (IT) Assistant Job Description***

In general, the IT Staff person assists the Residence Network Services Technician and the Residence Administrative Staff in helping with connecting residents to the Innis Residence Network and assisting the Network Services Technician in the overall maintenance & repair of the Residence Network.

As this is a front-line position with regular contact with the residents, guests, Residence & University staff and the general public, tact and a helpful attitude are necessary pre-requisites for a customer-service oriented environment. Even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that will inevitably arise. When working outside regular office hours, the IT Staff person must be able to perform with minimal supervision.

The IT Staff person must live in the residence for the duration of the contract, and is responsible for responding to Network connectivity issues after regular business hours in the absence of the Residence Network Services Technician. Specifically, the IT Staff person will assist the Residence Network Services Technician in:

- Connecting residents' computers to the Residence's Network.
- Installing ethernet cards.
- Configuring network drivers.
- Troubleshooting network connection issues.
- Be able to support and work with the Windows (XP/Vista/7/8/10) and Mac (OS 8.x and above) Operating Systems.
- Assist with the set-up and take-down of the equipment in the Innis Residence Events Room
- Keeping the Network Services Technician informed of any issues arising with the Residence's network
- On-Call for College Faculty & Staff as required
- Additional duties as required.

The Summer IT Staff person will be paid an hourly rate of \$18.00 for hours worked at the Residence.

In addition to the duties outlined above the IT Staff person must be available to assist with the connection of large groups.

If at any time the IT Staff person has any questions or concerns related to their employment, they should speak to the Dean of Students and Residence immediately.