JOB DESCRIPTION

| **TITLE** | IT SPECIALIST ASSISTANT | | |
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| **Reports To** | [insert title] | | |

**Job Purpose**

The IT Specialist Assistant is responsible for installing, configuring, and maintaining computer network systems for [Organization Name] operations by ensuring that the organization’s computer network is functioning properly and up-to-date.

The successful IT Specialist Assistant is results-oriented and committed to finding creative solutions. This incumbent is comfortable interacting with people as well as installing a computer network, and they excel at applying their skills to unfamiliar issues.

**Duties and Responsibilities**

Overall Responsibilities:

* Installing and configuring new computer network
* Setting up peripheral devices such as printers, keyboards, routers, modems, and smart devices
* Checking the organization’s network for errors
* Repairing malfunctioning peripherals
* Providing general support for the IT department and for the organization’s computer users
* Helping colleagues troubleshoot problems
* Keeping detailed records of network’s configurations, peripheral specifications, problems, and solutions
* Writing contingency plans in case of network disruption
* Being the first point of contact for inquiries regarding Corporate Services
* Training staff on how to use an organization's IT system
* Performing other related duties

**Qualifications**

* X years of experience in an IT role.
* High school diploma or General Education Degree (GED).
* A post-secondary certificate or degree in computer science, information technology, network administration or a related discipline is required/an asset.
* IT certification is an asset.
* Expertise with office applications (e.g., MS Office, Google Suite).
* Demonstrated experience in cloud based applications such as Javascripts, Angular, and/or React, JSON, Java, Spring Boot, MEAN stack, HTML/SASS, Python, .NET, etc.
* Proven experience in design and developing APIs and microservices.
* Significant knowledge of databases such as Oracle, Azure SQL, PostgresQL, noSQL, etc.
* Demonstrated experience with, and knowledge of, code version control systems, DevOps practices, virtualization, container solutions and emerging technologies such as BlockChain, RPA, Machine Learning, etc.
* Experience working with, and knowledge of, Mac and Windows operating systems, Active Directory, Network Storage, Azure, KACE 1000, etc.
* Experience in the [Insert Sector] sector is an asset.
* Knowledge of, and experience with, setting up and troubleshooting of hardware (laptops, video conferencing systems, mobile phones, etc.).
* Willing to upkeep professional and technical expertise through educational programs, professional publications, business networks, professional societies, etc.

**Core Competencies**

* Able to identify, analyze and resolve technical problems.
* Advisory skills to provide authoritative and persuasive technical advice.
* Interpersonal skills to maintain effective internal and external member relations.
* Multitasking and time management abilities, as well as the capacity to prioritize tasks.
* Excellent written and verbal communication abilities.
* Strong decision-making, problem-solving, and organizational skills.
* Excellent attention to detail.
* Ability to learn new concepts quickly and effectively adapt to change.

**Working Conditions**

* Work a standard schedule of [INSERT SCHEDULE e.g. 8 AM to 5 PM, Mondays to Fridays].
* This position is onsite/hybrid/remote.
* Requires extended periods of sitting/standing and working on a computer monitor.
* Regular standing and walking. Occasional bending, kneeling, squatting, pushing, pulling and lifting up to XX lbs.
* Specific vision abilities include close vision, distance vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.
* Overtime or working long hours, and on-call attendance may be required.