



Example of IT Assistant Job Description

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Our company is growing rapidly and is looking for an IT assistant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for IT assistant

- Provide assistance with Two-Factor authentication
- Assist with setting-up and moving computers
- Provide primary support for over 60 computer labs, classrooms, and printing environments
- Regular maintenance rotations
- Resolve issues through computer/printer repair
- Ensures lab documentation are accurate and updated regularly
- Perform light training on maintenance rotations for temporary staff
- Monitor lab printing and computing environment for errors and ensure optimum uptime of resources
- Serve as primary escalation for temporary staff working in the lab environment
- Track all client interactions and document work process

Qualifications for IT assistant

- Candidates are subject to a criminal records check before a permanent appointment can be made
- Employee in this classification may be subject to call 24 hours a day and, therefore, may be required to provide the employing agency with a telephone number where the employee can be reached or will be furnished with a pager
- 2 years experience in managing and implementing Information Technology

(activities & task planning), business requirements analysis, risk identification, Quality Assurance (QA) testing and transition planning

- Active certification by the Project Management Institute as a Project Management Professional (PMP)
- 2 years experience using MS Project 2007 or greater
- 2 years experience with Systems Development Life Cycle (SDLC) methodologies