

ASSISTANT TO THE DEAN OF INFORMATION TECHNOLOGY SERVICES

GENERAL STATEMENT:

Responsible to the dean of IT services. Under the guidance of the dean of IT services will add e-mail and NT user accounts, repair microcomputers, and maintain license information.

REPORTS TO:

Dean of Information Technology Services

OCCUPATIONAL GROUP:

Paraprofessional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Associate degree, certificate, related experience, or equivalent

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

Computer skills related to microcomputers and networking.

OTHER:

None

DUTIES AND RESPONSIBILITIES:

- Assist the IT services dean in the maintenance of e-mail accounts. Including but not limited to creating, deleting, and editing e-mail accounts. Assist in the maintenance of the faculty e-mail database.
- Assist the IT services dean in the maintenance of NT user accounts on the TVCC domain. Including but not limited to adding, renaming, resetting locked accounts, assigning user to group, assigning user rights to printers, and assigning user rights to disk resources.
- Assist the IT services dean in the maintenance of dialup user accounts for the Athens campus. Including resetting locked accounts, adding accounts, and deleting accounts.
- Maintain help desk support to administration, faculty and staff on all campuses. Including Windows, e-mail, Internet, and Microsoft Office products.
- Maintain, repair and upgrade microcomputers. Including but not limited to installing network cards, replacing memory, installing drives, and debugging system configuration.
- Perform daily backups of Athens campus network servers.
- Maintain records for software licenses for virus protection software and Microsoft Office products.
- Assist the IT services dean in the maintenance of the college web site.
- Assist the IT services dean in the maintenance of the college catalog folio database.
- Assist the IT services dean in acquiring bids and preparing purchase orders on hardware and software.
- Other duties as assigned by the IT services dean.

PHYSICAL REQUIREMENTS:

- Within the general range of an office or classroom environment.

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The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: *11/24/99*
JD 314

Revised: