



Martha's Vineyard Community Services, Inc.  
IT Assistant  
Job Description

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## **JOB SUMMARY:**

Under the direction of the IT Manager the IT Assistant performs system maintenance and updates as appropriate. Provides staff with technology support, which includes troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and the installation of software.

This is a part-time 20 hour per week position

## **ESSENTIAL FUNCTIONS (\*):**

### **1. Assist IT Manager with daily operations\***

- a) Respond to help desk tickets and prioritize requests. When a solution is not found, request help from the IT Manager.
- b) Assist with password changes, resets, and unlocking accounts that are locked after too many incorrect attempts.
- c) Troubleshoot email access issues, including smart phones, and work cell phone assignments / re-assignments.
- d) Assist with access control / door access, including door codes, RFID key cards and employee badges. Assist with phone system changes, phone moves, and voicemail setup.
- e) Answer general technology questions, including computer usage, printer and software questions & training.
- f) Assist with asset tracking, inventory, and tagging equipment.
- g) Assist with updating software, installing patches and maintaining end-user PC's and laptops.

## **QUALIFICATIONS/ABILITIES:**

- Working knowledge of Microsoft Office Suite, including Word, PowerPoint, and Excel
- Experience using business email services, such as Microsoft Outlook
- Familiarity with Windows operating systems, wireless networks, and smartphones.
- Previous experience with, or an ability to learn to use common office equipment, such as modern printers, phone systems, fax machines, and copy machines

- Excellent organizational and communication skills
- Exceptional level of professionalism in all verbal and written correspondence.
- High level of attention to detail

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other function areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.