

Lane Council of Governments
Job Classification: Associates

Job Title:	Information Systems Associate	FLSA Status:	Exempt
Division:	Administrative Services	Range:	21
Reports To:	Information Systems Manager	Last Revised:	February 2007

Representation: EA

General Statement of Duties

Assists users in resolving hardware and software-related problems in a PC-based Local Area Network (LAN) environment frequently requiring specialized knowledge and expertise.

Supervision Received

Under general direction of supervisor, performs duties requiring decision-making in interpretation of policies or procedures, or for establishing methods.

Supervision Exercised

Supervision not required in this position. Coordinates own work with work of others for effective completion of duties.

Human Relations Skills

Influencing others or providing service to others is a major responsibility. Usually requires helping others along a path or a role in which personal serving of others is a major responsibility, such as a receptionist.

Resource Responsibility

This position has moderate responsibility for financial and human resources. This includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within broad and generally defined procedures and objectives.

Technical Knowledge

This position requires full competence in a professional discipline.

Essential Job Functions

Assist agency users with resolving complex hardware and software problems in a PC-based Local Area Network (LAN) environment

Assists users in all aspects of computing.

Documents and tracks problems; analyzes problem reports for patterns; uses help desk tools; and recommends corrective actions.

Serves as the Exchange Administrator including managing and adding users in MS Exchange.

Setup new users in active directory.

Sets permissions for file directories.

Clone, configure and install new PC's for users.

Resolves complex hardware and software problems with little assistance.

Makes recommendations regarding Hard/Soft-ware purchases.

Other Job Functions

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of computers and related equipment, with long periods of sitting at a computer and occasional lifting of objects weighing up to 50 lbs.

Knowledge, Skills, and Abilities

Knowledge of LAN hardware and software applications and LAN system capability.
Knowledge of computer applications including Windows and Microsoft Office Products.
Knowledge of all aspects of troubleshooting .

Ability to communicate effectively with other employees and vendors using tact, courtesy and good judgment.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with other employees and representatives of other agencies.

Physical ability to perform assigned work.

Education and Experience

Bachelor's degree in a specialized field and three years of relevant experience working, or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

None.