

# Assistant to the Director of Information Technologies

## Job Description

The IT Assistant will support the IT department in ensuring the smooth operation of network systems and equipment.

### **Responsibilities:**

- Monitoring and managing the helpdesk, responding to and resolving technical issues
- Installing, maintaining, and updating software, hardware, and network devices
- Monitoring systems for malware, vulnerabilities, and suspicious network activity
- Assisting with the integration of new hardware and software solutions
- Drafting, maintaining, and ensuring compliance with IT documentation and policies for audit and regulatory purposes
- Managing user accounts for students, staff, and faculty (creation, modification, and deletion)
- Collaborating on IT projects and assisting with training or support as needed
- Providing general IT support as required to improve system efficiency and performance

### **Skills & Qualifications:**

*Technical knowledge not required, but is a plus*

- Strong problem-solving and troubleshooting abilities
- Ability to work independently and as part of a team
- Familiarity with helpdesk systems and ticketing software
- Knowledge of network security practices and software
- Experience with user account management and basic IT support