

## **APPENDIX:**

### **Job description (IT and Software Assistant)**

#### **Job Purpose:**

The IT and Software Assistant provides technical support to Faculty, Staff and Students by taking care of the day- to-day support and troubleshooting of all IUGB in-house software and equipment (desktops, laptops, printers, phones, and copy machines).

#### **Duties:**

1. Provide technical support to faculty, staff and student including installation, configuration, and maintenance and troubleshooting of computers, printing, networking, peripheral hardware and software.
2. Instruct and tutor administration, faculty, staff and students, as needed, in the use of computer applications including but not limited to: Word, PowerPoint, Excel and Email.
3. Register new users on system and monitor proper usage by all registrants.
4. Evaluate current technological trends and advise administration of emerging advances that increase educational access opportunities.
5. Assist in developing innovative use of IT and multimedia
6. Ensure all daily tasks including backups are completed successfully
7. Maintain inventory database of all hardware and software, and conduct annual inventory and reconciliation.
8. Offer technical support of telephone system
9. Perform other duties as assigned.