

IT Manager Job Family

JOB TITLE	Computer Assistant	Senior Computer Assistant
Promotion Criteria		
Position Overview Statement:	Performs a variety of computer support activities (in-person and via telephone). Performs necessary repairs on Athena platform supported by Hardware Services Team.	Performs complex and diverse computer support activities (in-person and via telephone). Performs necessary repairs on any desktop, laptop or printer supported by Hardware Services Team. May also repair servers. Interprets and resolves varied situations and problems. Consults with customers on upgrades and repairs; interacts with vendors. Coaches/trains other team members.
Principal Duties and Responsibilities	Diagnoses, resolves, reports, and tracks hardware and software problems on clients' computers. Other duties as needed or required.	Advanced technical repair. Diagnoses, resolves, reports, and tracks hardware and software problems on clients' computers. Troubleshoots highly complex technical problems, performing analyses to determine root cause of problems. Performs software troubleshooting on customers' computers, as related to hardware issues. Regularly deals with vendors: placing orders, learning of new products and services, gaining diagnostic help. Keeps critical parts stocked, while keeping inventory low. Handles confidential customer information. Exercises judgment and analysis on expediting and prioritizing repairs and service. Uses and recommends tools to document service center work. Provides training and mentoring to Computer Assistants. Other duties as needed or required.
Supervision Received:	IT Manager and/or team leader regularly reviews goals, accomplishments, and overall performance.	IT Manager and/or team leader periodically reviews goals, accomplishments, and overall performance. Largely self-directed; most work performed with minimal supervision.

IT Manager Job Family

Supervision Exercised:	None.	None.
JOB IMPACT		
Overall Impact		
Budget Impact		
Resources		
Timeline		
Complexity:		
Functional/ technical		
Organizational/ political		
Change Management		
Stakeholders		
Number of Projects		
Percent of Effort		
Contacts Required to Perform Job		
QUALIFICATION S/ TECHNICAL SKILLS:		
Qualifications	<p>Demonstrated experience in hardware troubleshooting and repair (especially Sun, Dell, Apple). Understanding of Windows, Mac, and Unix operating systems. Strong customer service orientation. Able to explain technical subjects to non-technical as well as technical customers. Able to lift up to 50 pounds without assistance. Certification on PCs, Macs and HR printers is considered a plus.</p>	<p>Advanced experience in hardware troubleshooting and repair (especially Sun, Dell, Apple). Highly detailed understanding of Windows, Mac, and Unix operating systems. Demonstrated background of strong customer service orientation. Highly skilled at explaining technical subjects to non-technical as well as technical customers. Able to lift up to 50 pounds without assistance. Certification on PCs, Macs and HR printers.</p>
Knowledge, Skills & Expertise	<p>Actively uses knowledge of learned routines, procedures, practices and more complex skills. May need advanced training.</p>	<p>Needs full working knowledge of job responsibilities, procedures, practices of work team. Has general understanding of IS&T and customer operations outside own team. May require knowledge of MIT's policies and</p>

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		procedures.
Critical Thinking & Problem-Solving	Deals with somewhat complex problems that must be broken down into manageable pieces. Sees relationships between problem components and can prioritize them. Draws on experience and knowledge of available resources (manuals, colleagues, vendors, etc.) to analyze data and find solutions. Participates in the development of improvements and helps to implement the changes within team.	May help team members and/or customers clarify somewhat complex problems or situations. Adapts or modifies established approaches. Identifies and selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions. Initiates changes to improve the way work is done by the team.
Collaboration	Participates in informal or formal group problem solving with regard to immediate issues. Works to identify and resolve issues (e.g. technical disagreements, business concerns) within team or customer group.	Within own team, identifies people who are critical to accomplishing results. May bring them together to resolve problems. Within IS&T or MIT, coordinates own work with people who are critical to accomplishing results. Works to identify and resolve issues (e.g. technical disagreements, business concerns) within team or customer group.
Communication Effectiveness	May initiate and compose various types of more complex forms of business communication. Creates trust and establishes good relations with co-workers and with customers.	May initiate and compose various types of more complex forms of business communication. Can motivate others to take action or address problem situations, by using tact and diplomacy.
Decision Making	Makes decisions, guided by team or department policies and objectives.	Makes frequent, fairly independent decisions, guided by precedents and objectives.
Influencing and Leading	Provides example to less experienced staff with regard to quality of work. May provide guidance and support in routine tasks.	Provides work direction and support to less experienced staff. Helps develop team standards and helps train others to comply with them.
Responsibility & Accountability	Work generally affects multiple people within MIT. Follows departmental procedures to complete work, but may recommend changes to processes. Often prioritizes own work. Work is reviewed at key stages by team leader. Recognizes obstacles and opportunities. Initiates action in a quick and efficient way to address a need without being directed.	Job has intermediate-term impact, likely to affect current and ongoing operations of team. Follows departmental procedures to complete work, but may recommend changes to processes. Often prioritizes own work. Work is reviewed at key stages by team leader. Anticipates consequences of actions, potential problems, or opportunities for change. Proactively shares that information with key decision makers.