

# CITY OF RAMSEY POSITION ANALYSIS

**POSITION TITLE:** Information Technology– Temporary Intern

**DEPARTMENT:** Administrative Services

**POSITION TITLE OF IMMEDIATE SUPERIOR:** IT Manager

**FLSA STATUS:** Non-Exempt

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## **PRIMARY OBJECTIVE OF POSITION:**

To assist the Information Technology Department (IT) with special projects; installation, maintenance and troubleshooting of computer systems; and IT operational support.

## **ESSENTIAL JOB FUNCTIONS**

1. Set up and install systems and software on personal computers for the appropriate functions for the personnel to whom they will be assigned
2. Transport and install personal computers and various other equipment to multiple City facilities
4. Assist IT staff with solving problems employees are experiencing with personal computers, mobile data computers, Network (LAN/WAN) connections and software functions at various City buildings
6. Conduct project research, evaluations, recommendations, purchasing and implement solutions as directed
7. Assist in the implementation and management of IT assets. Maintain inventory of computer hardware and software
8. Other duties as assigned

## **KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of personal computer hardware, software, Smartphones, printers, multi-function devices and networking.
- Knowledge of technical IT systems support
- Ability to provide superior customer service
- Ability to maintain self-motivation and to take direction
- Ability to communicate effectively in written and oral form
- Ability to perform all essential position functions under the working conditions described

## **MINIMUM QUALIFICATIONS**

- Must be a recent graduate or currently pursuing a degree in computer operations, information technology or related field and looking for practical work experience
- Experience in multiple platforms; Operating systems- Windows XP, 7 SP1, Apple iOS, Desktop Office products: MS Office 2007/2010
- Experience in setting up and installing personal computers, printers, and wireless devices in a network environment
- Experience with Local Area Network (LAN), and WiFi communications systems and equipment
- Valid Class D driver's license required

## **WORKING CONDITIONS**

- Position involves lifting personal computers and related equipment weighing up to 50 lbs. from a box to a cart and from a cart to a computer table or desk.
- Position involves installing wiring/cabling for communications equipment around and under desks and tables, in walls in ceilings.
- Although the majority of the work will be performed indoors, the position involves driving to various locations for the purpose of delivering equipment or maintaining equipment.

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