

**CITY OF MENTOR
INFORMATION TECHNOLOGY
ADMINISTRATIVE ASSISTANT II**

IT Administrator Assistant II Job Responsibilities:

Support administration; control calendars; prepare reports and documents; and IT helpdesk.

Primary Job Responsibilities:

- Assists end-users by responding to telephone calls, emails, and personnel requests for technical support with Helpdesk Vorex and VSA (Kaseya) systems.
 - Follow up with the customer to ensure the issue has been resolved
 - Monitor service desk for tickets assigned to the queue and process first-in, first-out based on priority and escalate as necessary.
- Provides basic Tear-1 support to end users on various issues by diagnosing problems and performing troubleshooting activities, such as password resets, access requests, user instruction clarification, etc.
- Documents, tracks, and monitors the problem to facilitate a timely resolution.
- Identifies when issues are beyond the scope of basic support/Tier-1, escalates, and assigns the incident to the appropriate internal technical team resource to be worked on and tracked to ensure the work is completed.
- Ensures that the issues reported are documented with steps to reproduce expected outcomes and includes enough detail to quickly produce, validate, and report to administrator or developer to reach fix or resolution.
- Identifies issues/bugs that duplicate existing problems and create a relationship with the parent ticket.
- Maintaining Issue tracking systems, including but not limited to Helpdesk Vorex and VSA by Kaseya.
- Assists with maintaining status on work items as things move through the bug/issue life cycle.
- Documents issues and provide resolution to update programmatic FAQs and user guides.
- Updates internal and external users on the status of their incident/bug requests.

Job Duties:

- Answer IT HelpDesk line.
- Maintain and assign HelpDesk tickets to the appropriate Subject Matter Expert(s).
- Provide Tear-1 level of support to inter-and intra-departmental cooperation by contributing to effective working relationships.
- Adept at cloud-based apps, Such as TylerTech MUNIS, OpenGov, OnBase, ad hoc duties, database management, and even website maintenance.
- Provide office support for administrators by inputting data; proofreading and updating KB documents; gathering Information, preparing reports, maintaining files; ordering and maintaining supplies and equipment.
- Keep Information confidential by following the employee confidentiality policy.
- Arrange appointments for administrators by maintaining a master administration calendar; rescheduling appointments when conflicts arise.

Skills and Qualifications:

Assist with various duties, including technical, clerical, and research and support roles. The position requires a high level of integrity.

- Experience as an IT Help Desk
- Knowledge of and experience using Microsoft Outlook, Word, Excel, PowerPoint, and Office 365 products skills
- Administrative writing, data entry, and scheduling skills
- Excellent analytical and troubleshooting skills
- Ability to work both independently and as part of a team
- Excellent verbal and written communication skills
- Accurate, thorough, and detail-oriented
- Multi-tasking skills
- Professionalism
- Dependability
- Efficient with time-sensitive projects

Requirements:

A good understanding of Tear-1 level of computer skills is required along with proficiency in Microsoft Office products. Being adept at cloud-based apps, ad hoc duties, database management, and possibly website maintenance.

IT administration position is primarily focused on end-user functionality and thus responsible for quick resolution of immediate needs, incidents, and technical issues of end-users. Tracking capability for all incoming incidents, functions as Single Point of Contact (SPOC) for IT support, basic problem management.

Graduation from high school or GED required. College degree preferred. Classes in business administration, communications, and computer programs are helpful. Position hours - 8 am to 5 pm.