SYSTEMS AIDE
Class Code - 1599
Task List 2016

DOCUMENTATION

1. Revises existing operations procedure manuals by reading, editing, and writing drafts for changes, and considering input of supervisor in order to document any operational changes and keep manuals up to date.

2. Makes entries into a computer database or written log concerning user reported problems and documents specific action taken in order to track type and frequency of difficulty.

3. Checks and updates list of department hardware and all installed software against actual work stations in order to update inventory files, keep track of City assets and ensure license compliance.

4. Updates floor plans which include location of electrical outlets and equipment connection diagrams and basic communication closet diagrams based on personal observation and conversation with users in order to document site preparation requirements for less complex installations of computer equipment.

INSTALLATION/TESTING

5. Unpacks hardware materials and checks parts against inventory and connects peripherals in order to set up and configure hardware system components and to ensure all equipment and/or material meets expected specifications.

6. Loads equipment such as scanners, plotters, printers, external drives, monitors, laptop/desktop, and peripherals onto a cart or into a vehicle in order to deliver equipment to and from work site.

7. Installs (loads) and upgrades software such as word processing, spreadsheet, database, graphics, communications, forms design, utilities software, and imaging of laptops/desktops/tablets/mobile devices by following correct installation procedures in order to ensure end user access to the various programs.

8. Accesses applications and enters test data into system in order to test whether installed applications and systems are functioning correctly by following the test scripts.

9. Installs and runs diagnostic software designed to identify hardware or software problems and takes appropriate corrective action in order to determine the cause of and fix user reported difficulties.

TROUBLESHOOTING

10. Writes technical procedures (Electronically) for software installation, instructions for data entry, how to use software, troubleshooting problems, and desktop support in order to assist end users in their use of computer applications and hardware.

11. Reads and reviews technical documents and manuals such as word processing, spreadsheet, database, email, and communications software documentation as well as printer, projectors, laptops PC's, mobile devices, and scanner instructions in order to learn techniques, perform particular procedures, and/or answer end user questions.

12. Troubleshoots customer issues/concerns regarding hardware and/or software by asking appropriate questions in order to identify the specific issue and provide a recommendation for resolving the issues (i.e. escalating the issue or resolve themselves.)

13. Resolves low-level user problems (i.e. failed network connection, keyboard malfunctioning, etc…) by recommending or performing corrective actions such as cleaning equipment, or plugging in proper cables in order to address end user issues and ensure equipment is working properly.

14. Troubleshoot network connectivity, including wired and wireless, using generally accepted methods or procedures such as, trace route, Ping and IP configuration, or checking hardware (i.e. cables).

CUSTOMER SERVICE

15. Communicates (verbally and in writing) with end users, coworkers, and supervisor by writing memos, meeting notices, problem tickets in order to resolve issues, request and/or provide information.

16. Provides one-to-one or small group instruction sessions on topics such as word processing, database use, and computer applications in order to train users in program or equipment operation.

17. Monitors use of video and audio equipment and sets up room in order to support and facilitate group instruction or meetings.