



# OWENS VALLEY CAREER DEVELOPMENT CENTER

Family Literacy, Language Program, Early Head Start  
Tribal TANF, Career Education  
2574 Diaz Lane • P.O. Box 847 • Bishop, CA 93514 • (760)873-5107

**POSITION TITLE:** Information Support Technician I  
**CLASSIFICATION:** Non-Exempt  
**DEPARTMENT:** Information Technology  
**SUPERVISOR:** Director of Information Technology  
**SALARY:** \$17.28 to \$28.15 per hour

### **Position Summary:**

Under the direct supervision of the Director of Information Technology, or designee, the IT Assistant I will perform entry level IT support and assist the IT staff in the administration and operation of a broad range of network hardware and software, connecting and supporting the computing environments within the Owens Valley Career Development Center.

*This list of duties and responsibilities is illustrative only of the duties performed by this position and is not all-inclusive. Each classification may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.*

### **Essential Duties & Responsibilities:**

- Identify, evaluate, and test hardware and software needed to accomplish organizational and departmental goals.
- Provide administrative tasks, assist other departments with projects as needed
- Install and configure desktop and laptop hardware, operating systems, and application on Windows.
- Maintaining system security by adding/deleting users, changing passwords, assigning users permissions.
- Provide direct support and training to end-users, including troubleshooting, resolving/documenting problems.
- Assist in evaluation the impact of new releases of software and hardware.
- Assist in the installation and implementation of new releases of software and hardware.
- Assist in maintaining appropriate up-to-date documentation of IT infrastructure
- Assist in managing organizational equipment and supplies.
- Other related duties as directed.

### **Minimum Qualifications:**

High School Diploma or GED required and an Associate Degree or other relevant training and work experience significant enough to perform the duties of the position. Shall possess and maintain a valid California Class C drivers' license, and qualify for employer insurability, throughout the course of employment. Must successfully pass a pre-employment drug/alcohol screen, and background investigation. ***OVCDC has a mandatory COVID-19 vaccination policy. Prospective employees must provide proof of full vaccination at least (10) days before employment***

***commences.***

**Knowledge, Skills, and Abilities:**

- Knowledge of computer hardware and software (Server 2016/2019 and Windows 10/11).
- Basic procedures and techniques used in the diagnosis/repair of computer equipment and related components.
- Ability to read, comprehend, and interpret complex technical reference and training manuals.
- Effectively communicate complex technical and non-technical concepts and instructions to end-users.
- Ability to pull and route CAT5 or CAT6 cable in a data center or new office environment.
- Ability to punch down and strip wire, terminate jacks.
- Ability to test cable/troubleshoot networking issues.
- Basic knowledge of the OSI model and how it relates to technical support.
- Knowledge of Indian community and sensitivity to Indian needs required.
- Knowledge of modern office practices, methods, procedures, and automated systems.
- Knowledge of proper spelling, grammar, punctuation, and basic arithmetic.
- Skill in operating business computers and office machines such as phones, copiers, printers, including Microsoft Office Suite.
- Strong organizational skills.
- Ability to communicate effectively in the English language both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence in the community.
- Ability to use judgment to plan and accomplish goals.
- Ability to maintain calendars and schedule appointments.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands and fingers to handle, or feel; and talk or hear. The employee occasionally is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

Work is generally performed in an office setting with a moderate noise level. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required. Travel will be required.

**Native American Indian Preference:**

Native American Indian preference shall apply to all positions at OVDCD pursuant to the Indian Self-Determination and Education Assistance Act (24 USC 450, et. seq.), 25 CFR 271.44, applicable Tribal Employment Rights Ordinances, and other relevant laws.