



<b>Job Title:</b>	<b>IT Assistant (Operation Support Specialist)</b>	<b>Reports To:</b>	<b>Information Systems Director</b>
<b>Department:</b>	<b>Information Technology</b>	<b>Job Grade:</b>	<b>5</b>
<b>Position Code:</b>	<b>013 ITA</b>	<b>FLSA Status:</b>	<b>Non-exempt</b>

**Job Purpose and Objectives:**

The IT Assistant is a temporary part-time position that supports the county’s Information Technology department by providing first line technical assistance, handling incoming requests, and assisting with basic equipment set up and decommissioning. This role is ideal for someone developing their IT skillset and offers hands-on experience with daily support operations, hardware setup, and user assistance. The IT Assistant works under direct supervision and helps ensure timely, accurate support for county staff.

**Cultural Competencies – Personal-Interpersonal (EQ): Applicable to all County employees and are essential to all jobs:**

- Job Ownership, Accountability & Reliability:** Follows-up on and meets commitments; can be depended upon to be willing to work, do it properly, and complete it on time. Takes pride in the job and ownership for work and possesses a strong ability to stay focused on individual, department, and County results. Faithfulness in coming to work daily and conforming to scheduled work hours.
- Communication:** Clearly and effectively expresses ideas, instructions, and thoughts (verbally and in writing) so they are clearly understood. Demonstrates a level of listening skill such that customer and co-worker needs are understood and resolved. Communicates respect for and recognition of the contributions of individuals at all levels of the organization.
- Customer Focus & Public Relations:** Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative:** Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development. Able to follow through on assignments and take appropriate action with the appropriate amount of supervision for this position.
- Organizational Compliance & Safety:** Complies with external regulations and internal policies, rules, and procedures to help protect the organization from fraud, waste, abuse, discrimination, and other practices that disrupt operations and/or put the County at risk. Understands, supports, and follows safety standards as required by the job; keeps the workplace clean and safe. Demonstrates appropriate use of and respect for County property and equipment.
- Teamwork:** Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals. Readiness to respond positively to instructions/ procedures.
- Confidentiality, Discretion & Judgement:** Maintains confidentiality regarding personal information, medical/health information, customer/contact data, etc. when necessary. Makes timely, sound decisions by careful study of available facts/options. Exhibits appropriate levels of autonomy in judgment and decision making. Exercises good judgment under conditions of uncertainty and limited information.

**Supervisory/Leadership Responsibilities:**

Yes  No This position is responsible for the supervision/leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

**Job Competencies: Essential Functions** include the following. Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Schedule and shift assignments and work location may be changed at any time, as required by business necessity.

**Duties and Responsibilities:**

- Answer incoming phone calls and respond to user inquiries in a courteous and professional manner.
- Monitor and respond to user emails, ensuring timely communication and follow-up.
- Accurately log and update support tickets in the help desk system.
- Provide day-to-day technical support for basic hardware, software, and access issues.
- Unlock user accounts and assist with password resets and access troubleshooting.
- Assist with installing desktops, laptops, monitors, and peripheral devices.
- Support the removal, preparation, and decommissioning of outdated equipment.
- Escalate complex or unresolved issues to appropriate IT staff, ensuring thorough documentation.
- Demonstrate a willingness to learn and adapt to county IT systems, tools, and procedures.
- Perform other duties as assigned by IT staff or leadership.



## Position Requirements and Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Position Requirements:

- High School Diploma or equivalent.
- Basic understanding of computers, operating systems, and common software applications.
- Valid driver's license required.

### Knowledge:

- County and/or city government administration.
- Office administrative practices and procedures, including filing.
- Basic business data processing principles and the use of word processing or personal computing equipment.
- Policies and procedures related to the department to which assigned.
- Proper form for typed materials.
- Business arithmetic, including percentages and decimals.
- Correct English usage, including spelling, grammar, and punctuation.
- Record keeping principles and procedures.

### Skills:

- Excellent customer service skills with the ability to interact in a positive and professional manner to develop and maintain strong working relationships with co-workers, management, and general public.
- Excellent written and verbal communication skills with the ability to clearly communicate goals, interests, and positions during discussions.
- Strong attention to detail, organizational skills, and ability to prioritize.
- Use initiative and sound independent judgment within established guidelines.

### Abilities:

- Ability to read, analyze, and interpret general business documents and/or governmental regulations. Ability to write reports, business correspondence, and procedures.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and/or the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to analyze many variables and choose the most effective course of action for the organization at any given point in time.
- Ability to operate computer programs/software/platforms used by the county to perform job duties.
- Ability to use basic office equipment.
- Ability to maintain confidentiality.
- Ability to manage multiple concurrent projects and meet deadlines.

## Work Environment and Physical Demands:

The work environment characteristics and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Work location(s) of the job:**
  - Indoors – Constantly. Usually well lit, heated and/or air-conditioned indoor office setting with adequate ventilation.
  - Outdoors – Occasionally
- **Objectionable condition(s) found on the job:**
  - Computer Use – Constantly
  - Driving/Travel – Occasional local travel, which may involve exposure to extreme weather conditions.
  - Stressful situations may occur when dealing with the public.



- **Undesirable health and safety condition(s) under which employee must perform:**
  - None
- **Machines, Tools and/or Equipment Used:**
  - Basic office equipment to include computer, copy machine, fax machine, printer, telephone system.
- **Physical characteristics/requirements of the job:**
  - Sit/Stand/Walk - Regularly
  - Kneeling – Occasionally
  - Crouching – Occasionally
  - Using Fingers/hands – Frequently required to use hands to finger, handle, or feel; reach with hands and arms.
  - Talking - Frequently
  - Hearing – Frequently; noise level is usually moderate.
  - Seeing – Constantly
  - Vision Abilities – close and distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
  - Lifting/Moving – Occasionally; lifting/moving a maximum weight of 50 pounds.
- **Personal contacts:**
  - Departmental – Regularly
  - Other departments – Provides information and data to employees in other departments and to elected officials.
  - Outside the organization – Vendors

**Veterans Preference Eligible (VPE):**

Former military personnel or their spouse verified as a “veteran” under K.S.A. 73-201 will receive an interview if they meet the minimum requirements of the position. The veterans’ preference laws do not guarantee the veteran a job. Positions are filled with the best qualified candidate as determined by the hiring manager. Additional VPE information can be found at <https://admin.ks.gov/services/state-employment-center/sec-home/vp/>

**Acknowledgement:**

*This job description was reviewed with me and I understand that nothing in this job description restricts The County's right to assign, reassign or eliminate duties and responsibilities to this job at any time. This job description reflects The County's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not intended as a contract of employment, nor to be construed as a guarantee of employment for any specific period of time or any specific type of work. I agree and acknowledge that my employment is “at will” and can be terminated, with or without cause or notice, at any time by The County or myself.*

*Miami County participates in the Kansas Public Employees Retirement System (KPERS) and the Kansas Police & Fire (KP&F) retirement system. All employees in a KPERS / KP&F covered position (employees working more than 1,000 hours per year) will be automatically enrolled as a participating member.*

<b>Employee Name (Print)</b>	<b>Signature</b>	<b>Date</b>
<b>Department Head (Print)</b>	<b>Signature</b>	<b>Date</b>
<b>Human Resources (Print)</b>	<b>Signature</b>	<b>Date</b>

Revision History			
Revision #	Revision Author	Date	Description of Revision(s)
.00	Sara Denney	03.10.2026	Job description creation



# Job Description

---

---

.01			
.02			
.03			
.04			
.05			