

Porterville Developmental Center

Computer Services
Student Assistant

Vincent Chandler, Information Technology Manager

Aug 7, 2026

DUTY STATEMENT

JOB TITLE: **STUDENT ASSISTANT**

GENERAL STATEMENT OF DUTIES: Assist the Information Technology Specialists with help desk duties, installation and removal of hardware and software, repair of computer systems, and assist in the troubleshooting of the network infrastructure including switches, routers, firewalls, WiFi, and other networked systems.

SUPERVISION RECEIVED: Is supervised by the Information technology specialists with the Information technology manager being the direct supervisor.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained within this Duty Statement.

TYPICAL WORKING CONDITIONS: Information Technology office environment. Will visit offices throughout the campus, minimal to no interaction with clients. On occasion may need to go into dusty areas like mechanical rooms.

DUTIES – 100%: Will comply with facility rules, regulations and policies in all areas.

(20%) A. Help Desk

- a. Take calls from users and assist them in correcting minor problems or helping them by answering common questions concerning software issues, changing of passwords, and other issues according to the skill level of the SA.
- b. Fill out work order requests for repair, upgrades and other needs of users.
- c. Respond to on site assistance as directed.
- d. Provide basic training to end users as needed.

(20%) B. Software

- a. Install new software and upgrade applications on systems as directed.
- b. Provide basic training to end users as needed.

(20%) C. Hardware

- a. Assist the ITS in making repairs and or installing peripherals to systems.
- b. Deliver and set up new or repaired equipment and bring back old or broken equipment.
- c. Provide hands on training to recipients of new equipment.

(20%) D. Network

- a. Assist the ITS in troubleshooting network problems.
- b. Assist the ITS in making and testing network cabling.
- c. Provide hands on training to recipients concerning use of network functions.

(20%) E. Other duties as required.

Information Technology Manager

Student Assistant

Date