

Burlington Township, New Jersey
Information Technology Assistant

Department: Administration/Information Technology

Status: Full-Time (35 Hours Per Week)

Position Summary

The Township of Burlington is seeking an Information Technology Assistant to provide first-level technical support for Township employees and assist with the daily operation of the Township's information technology systems. The successful candidate will troubleshoot routine hardware and software issues, install and configure computer equipment, maintain technology inventory, and serve as the primary liaison between Township staff and the Township's contracted Information Technology vendor.

The position works under general supervision and is responsible for assisting with technology-related requests while coordinating more complex infrastructure, network, cybersecurity, and server issues with the Township's contracted IT provider.

Essential Duties and Responsibilities

- Provide first-level technical support for desktop computers, laptops, printers, mobile devices, scanners, and other peripheral equipment.
- Respond to employee technology requests and document issues through the Township's help desk or ticketing process.
- Install, configure, and maintain desktop computers, monitors, printers, and standard software applications.
- Set up workstations and technology equipment for new employees.
- Assist with user account creation, password resets, email access, and system permissions in coordination with the Township's contracted IT vendor.
- Troubleshoot routine hardware, software, printing, and connectivity issues and escalate advanced problems to the Township's IT vendor.
- Coordinate repairs, warranty service, and equipment replacement with outside vendors.
- Maintain inventory records for computer equipment, software licenses, and technology assets.
- Assist with deployment of software updates and replacement equipment.
- Support meeting room technology, audiovisual equipment, and public presentation systems.
- Assist with cellular phones, tablets, and mobile device setup and troubleshooting.
- Monitor technology requests and follow up to ensure timely resolution.
- Assist departments with basic Microsoft Office and Microsoft 365 functionality.
- Maintain documentation relating to technology equipment, procedures, and user support activities.
- Maintain the confidentiality and security of Township information and technology resources.
- Assist with implementing cybersecurity awareness practices and follow established security protocols.

- Perform other related duties as assigned.

Minimum Qualifications

- Graduation from high school or possession of a High School Equivalency Certificate.
- Two (2) years of experience in computer support, information technology, help desk operations, or a related field; or an equivalent combination of education, training, and experience.
- Experience with Microsoft Windows operating systems and Microsoft Office applications preferred.
- Valid New Jersey driver's license.

Preferred Qualifications

- Experience working in municipal or public sector information technology.
- Knowledge of Microsoft 365, computer hardware, printers, mobile devices, and basic networking concepts.
- CompTIA A+, Google IT Support, or similar technical certification is desirable but not required.

Knowledge, Skills, and Abilities

- Knowledge of computer hardware, software, printers, and peripheral devices.
- Basic understanding of networking concepts, including wireless connectivity and internet access.
- Ability to diagnose and resolve routine technical problems.
- Ability to communicate technical information effectively to non-technical users.
- Ability to prioritize multiple assignments and provide excellent customer service.
- Ability to establish and maintain effective working relationships with employees, vendors, and the public.
- Ability to maintain confidential information.
- Ability to learn new technologies and adapt to changing technology needs.
- Ability to work independently while collaborating with the Township's contracted IT provider and outside vendors.

Physical Requirements

The employee must be able to lift and move computer equipment, printers, and related technology devices weighing up to 50 pounds and perform installation and setup activities requiring bending, reaching, and standing.

Salary Range: \$60,000 - \$80,000 commensurate with qualifications and experience.

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Interested candidates should submit a completed employment application and resume to:

Angel Young

Burlington Township

Ayoung@twp.burlington.nj.us