

Julian Fox



# MCA Technical Assistant

Assist the President as needed in providing service to member's and systems management. All work performed and provided to the association including intellectual, and where not previously claimed legally by others, is irrevocably the property of the Masonry Contractors Association of NSW & ACT.

DUTY STATEMENT

# MCA TECHNICAL ASSISTANT

## DUTY STATEMENT

<b>Title:</b>	Technical Assistant	<b>Elected date:</b>	November 2013
<b>Length of term:</b>	Casual	<b>Reports to:</b>	President & Executive Committee
<b>Salary/Remuneration:</b>	Contract Services	<b>Last revision date:</b>	4 February 2014
<b>Key Performance Indicators:</b>	Website Traffic & Advertising (Google Analytics)	<b>Prepared by:</b>	Trent O’Sullivan

### SUMMARY

Assist the President as needed in providing service to member’s and systems management.

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### PRIMARY RESPONSIBILITIES

1. Ensure website is maintained, current and functioning
2. Update website as required
3. Assist with network and security management
4. Assist with data storage architecture
5. Assist with procurement and implementation of new servers, technology, etc.
6. Assist with systems development including website design
7. Provide user level technical support for end users, computers, printers, etc.
8. Provide user level training on daily applications used, including, but not limited to: MS Word, MS Excel, WordPress and Plugins, MS Outlook, MS Publisher, Adobe Acrobat, Power Point, Internet Explorer 7 & 8, Windows 7 & 8, and other basic computer related skills.
9. Assist with end user system updates and monitoring. Including: Patch management, spyware removal and testing, virus checking, ensuring backup of data files, etc.
10. Assist with user management. Adding and deleting users from AD (active directory), working with emails, etc. and CRM (customer relations management systems)
11. Monitor printers, copiers, and fax machines to make sure they are working properly and getting regular maintenance.
12. Provide High degree of professionalism and end user satisfaction and work well with others.

## ADDITIONAL RESPONSIBILITIES

1. Assist in research of new technologies and software that might be beneficial.
2. Assist with technical documentation of systems and processes
3. Assist with creation and documentation of IT systems and networks.
4. Assist with the creation and documentation of technical knowledge base for common issues experienced by end users.
5. Perform other duties as needed.
6. Accomplishes all tasks as appropriately assigned or requested.

## QUALIFICATION AND SKILL REQUIREMENTS

1. Experience with MS Office products
2. Must have basic knowledge of current technologies available in the IT world
3. Experience and/or knowledge of various networking systems concepts including email, firewall, client-servers, network security, network protocols, etc.
4. Previous experience with computer and printer maintenance and repair.
5. Work independently and assist with multiple projects, priorities, and locations.
6. Work under pressure with interruptions and challenging deadlines.
7. Willingness to work with many different people.
8. Ability to be courteous and helpful.
9. Must show aptitude and desire to learn new skills on the job.
10. Must demonstrate creativity and good design skills for different publications.
11. Be able to communicate clearly and precisely, both orally and in writing.
12. Work as a team member and to promote a positive work environment.
13. Physical ability to perform essential job functions.
14. Able to adapt to change and meet deadlines.
15. One to two years' experience.

## DESIRABLE (NOT REQUIRED) KNOWLEDGE, SKILLS AND ABILITIES

1. Experience with Microsoft products like Exchange, Active Directory, and Server Platforms.
2. Technical writing experience.
3. Comprehend and apply technical information, and present technical information to the general public in a non-technical manner.
4. Deal effectively and tactfully with upset end users. - Apple product knowledge (Mac OSX, iPad, iPhone, Android)
5. Good troubleshooting skills using logic and common sense.

## TIME COMMITMENT

1. Attend executive and general meetings monthly.
2. Update website weekly or as required.

## EXPENSE POLICY

It is the policy of the association to reimburse the Technical Assistant for association related costs according to the prior written/email approval of the Executive Officer, and provide invoice.

## WORKING CONDITIONS

Working conditions are normal for an office environment. Work may require frequent weekend and evening work. Work may require frequent overnight travel. Work may require frequent visits to construction sites and be exposed to those weather conditions. The noise level in the work environment could be moderate to high

## PHYSICAL DEMANDS

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

While performing the duties of this job, the employee/volunteer is to stand; walk; sit use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel, crouch or crawl; talk or hear; taste or smell. The employee/volunteer must be able to lift and/or move up to 20kg. Specific vision abilities required by the job include close vision, distance vision, colour vision, peripheral vision, depth perception and the ability to adjust focus.

## AGREEMENT

I.....have read, understand and agree to the terms and conditions set out about regarding the roles and responsibilities placed upon myself in signing this document. I also agree to abide by the association constitution and any sub sequential Executive Committee changes and with regard to any health or safety direction given by the association at any time.

Sign:.....

Date:.....