Local Assistance Center (LAC)
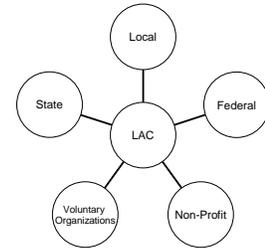
Information Technology (IT) Technician Training

Mission

- LACs provide a centralized location for services and resource referrals for disaster-caused needs, assistance and guidance following a disaster or significant emergency.

Information Technology (IT) Technician Position Description

- Provide
  - Set up and configure network systems, printers, fax, machines, copying/scanning machines, and wireless devices for connectivity to the P: Drive for County Staff.
  - Provide and establish access to a centralized share folder on the County network P: Drive for County Staff.

- Assist
  - Help participating agencies/organizations with internet connectivity.
  - Maintain communication with the Oversight Team Information Technology Representative.

Information Technology (IT) Technician Position Description

- Troubleshoot
  - Troubleshoot network configuration issues for LAC participants.
  - Monitor IT needs.

Quick Tips

- Sign in
- Obtain IT Technician Vest
- Check in with LAC Manager
- Coordinate with the Oversight Team IT Representative
- Review IT Technician Checklist

Good Luck

- Remember, the Information Technology Technician is responsible for the primary, back-up communication and information systems that are used in the LACs.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.