

Chittenden Central Supervisory Union
Job Description

JOB TITLE:	Help Desk Technical Assistant - Gr. 8
FLSA STATUS:	Non-exempt
UPDATED:	April 28, 2004

POSITION OBJECTIVES:

To effectively serve the Information Technology Department through the coverage and management of the Help Desk and work orders, support of end-user hardware/software programs, and management of department organizational duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Function as the primary contact for the I.T. Department and facilitate and prioritize work orders.
- Set up e-mail and user accounts.
- Maintain and update district technology hardware and supplies inventory.
- Work cooperatively under the direction of the Director of Information Services.
- Maintain Stats page for the I.T. Department.
- Organize, coordinate, and track signed Acceptable Use Policies from all system users.
- Oversee and carry out various day-to-day departmental administrative functions.
- Prepare basic user instruction guides to assist teachers.
- Perform regular secretarial duties for the department: answer phones and serve as department receptionist; type/print using word processor, correspondence, reports, manuals, and the like; order office supplies; maintain appointment calendars; screen incoming mail; set up meetings; photocopy; and the like.
- Coordinate, initiate, prepare, process, and/or monitor various administrative/financial/operations forms, records, reports, schedules, and other documents, ensuring timely and accurate completion of documents by students, faculty, staff, parents, or others.
- Perform a variety of tasks related to the development and maintenance of computerized departmental records using personal computer: design and basic programming of appropriate data bases and data management/reporting systems using various PC software; initial data base input; ongoing use of the system, involving regular data input and using programs to generate a variety of regular and special reports.
- Develop and maintain various logs and other manual record-keeping systems related to assigned functions.
- Compile a variety of information from both manual and computerized records and files for regular and special reports and in response to specific requests by supervisor or other staff members.
- Perform various bookkeeping functions: initiate and process financial documents related to operating budgets or special accounts; monitor financial activity; organize and maintain financial records; prepare related reports.
- Perform other specialized or technical administrative tasks related to the department's primary function.
- Confer regularly with immediate supervisor, other department/District personnel, and/or various firms/organizations/individuals outside the District to plan and coordinate activities, exchange information, and resolve problems.
- Assist with development of software/hardware guides.
- Attend regular training as requested or required.
- Perform related duties as assigned.

SUPERVISION RECEIVED

Reports to and evaluated by the Director of Information Technology. Receives work directives from the Director of Information Technology and/or his/her designee.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, in addition to the following:

- **Education and Experience.** Bachelor's degree in business or related field, plus two years of relevant work experience; or, a combination of education and experience from which comparable knowledge and skills are acquired. Some bookkeeping/accounting training or experience may be desirable.
- **Language Skills.** Ability to read and interpret documents such as policies, operating practices, and procedure manuals. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from parents, students, community members, board members, administrators or employees of organization.
- **Mathematical Skills.** Ability to calculate percentages, proportions, averages, and other concepts of basic algebra.
- **Computer Skills and Experience.** Proficient with Microsoft Office products, GroupWise, and other common business software programs. Some computer repair maintenance skills or knowledge (hardware) desirable. Previous experience with computerized information systems required.
- **Reasoning Ability/Mental Requirements.** Excellent analytical/problem-solving skills. Demonstrated ability to use discretion and independent judgement. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply a variety of instructions/policies/procedures/practices furnished in written, oral, diagram, or schedule form.
- **Communication & Interpersonal Skills.** Excellent oral and written communication skills. Proven ability to work cooperatively and effectively as part of a team. Ability to communicate courteously, efficiently and effectively with a variety of individuals, including faculty, staff, administrators, co-workers, community members, parents, students, media and representatives of outside organizations.
- **Other Personal Characteristics.** High accuracy & attention to detail. Strong organizational skills. Proven ability to work effectively without specific direction, and with minimal supervision. Broad base of general clerical/secretarial skills. Good basic administrative skills. Experience in organizing and maintaining moderately complex filing and records systems.

PHYSICAL EFFORT AND STRESS. Physical ability to perform the essential functions of the job as outlined above, in addition to the following:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk and hear. The employee is frequently required to stand and walk. The employee is regularly required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

WORKING CONDITIONS: While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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This general outline illustrates the type of work, which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.