

Chittenden Central Supervisory Union  
**Job Description**

<b>JOB TITLE:</b>	<b>Information Technology Assistant</b>
<b>FLSA STATUS:</b>	Non-exempt
<b>UPDATED:</b>	April 28, 2004

**POSITION OBJECTIVES:**

To effectively serve and assist the Information Technology Department by coordinating and performing a variety of key administrative and clerical support functions. To perform backup Help Desk duties. To assist in maintaining a professional, friendly, positive and respectful work atmosphere with an emphasis team work and providing effective and timely direct service to the clients and customers, and other service groups as needed or requested.

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

- Performs a variety of basic and specialized secretarial and clerical functions, and key administrative support functions for the Information Technology Department:
  - Plans, coordinates and carries out all daily activities/operations related to assigned administrative functions.
  - Assists in departmental budget planning. Monitors expenditures and process budget documents.
  - Designs, implements and maintains departmental filing, record keeping and reporting systems, including computer applications.
  - Develops (writes, designs, drafts, edits, etc.), updates, maintains and distributes of variety of written documents related to I.T. functions, such as agendas, memos, general forms, reports, policy statements, procedure manuals and other informational materials as needed or requested.
  - Coordinates, initiates, prepares, processes, and/or monitors a variety of forms, records, schedules, reports, and other documents related to assigned administrative functions, ensuring timely and accurate completion/review of documents by department/District personnel, students, parents, and/or individuals outside of the District.
  - Participates in planning activities and special projects related to I.T. functions, with a focus on: researching and/or compiling background information/data; drafting outlines, policies, procedures, schedules, forms, and other related material; creating and running specialized reports; coordinating the implementation of new program plans or operating policies/procedures/schedules; and the like.
  - Organizes and coordinates various I.T. activities/events: Schedules appointments, organizes and coordinates facilities and other meeting arrangements, makes and coordinates travel arrangements, organizes and coordinates staffing, advertising/promotion, and the like.
  - Plans and prepares a variety of regular and special reports related to assigned functions, involving background research, compiling and analysis of data from a variety of sources, and so forth.
  - Keeps abreast of current CCSU policies and procedures, school operating practices, and other relevant regulations & legislation, and helps communicate and enforce compliance with such.
  - Confers regularly with the I.T. personnel, school administrators, staff, and faculty to plan, evaluate and coordinate programs/activities/projects/policies, exchange information, investigate and resolve problems, and the like.
  - Serve as liaison with students, faculty, staff, parents, Board members, alumni, vendors, and/or other key internal and/or external constituency: present information on assigned programs; explain, interpret and enforce standard policies and procedures; process special requests; discuss, investigate and resolve problems, referring to supervisor and advising on appropriate action to be taken as necessary.
  - Performs other specialized/technical tasks related to assigned functions
  - Opens and properly distributes mail for the I.T. Department daily; monitors for items that are time sensitive or require immediate attention.
  - Photocopies, collates, labels and distributes a variety of written materials as requested.

- Types, proofs and edits correspondences, reports and other materials upon request; regularly drafts routine correspondence for signature.
- Processes purchase orders for the I.T. Department.
- Trains and supervises the daily activities of assigned support staff.
- Performs a variety of other general clerical tasks and projects for the I.T. Director, such as typing memos, reports, forms, and the like; answering phones and carrying out standard reception tasks; scheduling appointments and meetings and making necessary arrangements; maintaining appointment calendar; compiling data for reports; computer data entry and routine report production; sorting/coding forms; sending out correspondences including photocopying, collating, stapling, labeling; basic filing tasks; routine record keeping and bookkeeping tasks; placing outgoing calls; distributing various written materials; etc.
- Functions as the secondary contact for the I.T. department, and facilitates and prioritizes work orders.
- Researches, develops, compiles, and applies for grants. Manages grants that are awarded.

**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 Project, GroupWise mail system, and user creation for Novell. Understanding of File Maker Pro server processes. Strong skills and experience with Microsoft Office products. 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.