



## **Admin Sec 6 / Tech Support**

### **Purpose Statement**

The job of Admin Sec 6 / Tech Support is done for the purpose/s of providing confidential administrative and secretarial support to assigned administrators; coordinating activities and appointments; interacting with employees, vendors, patrons and the public; creating, maintaining and distributing a variety of electronic and print documents; troubleshooting software and hardware problems; setting passwords and security levels; and providing information, recommendations and/or direction as requested by assigned administrator.

### **Essential Functions**

- Ability to properly handle confidential/sensitive matters with a strong sense of ethics for the purpose of handling sensitive and/or emergency situations as they relate to the technology and HR departments.
- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Assists District Coordinator Technology Help Desk technician to respond to multiple help requests by phone and through the online work order system for the purpose of assisting with troubleshooting minor computer hardware, printer, and software problems in a polite and courteous manner.
- Compiles data from a wide variety of sources (e.g. work order system, time sheets, department and employee calendars, expenditures/budget, etc.) for the purpose of preparing reports, making recommendations; organizing director and employee schedules; and/or preparing information for assigned administrator.
- Coordinate a variety of programs and/or activities (e.g. arrangements for conferences, meetings, travel, catering, etc.) for the purpose of hosting district and state technology meetings, attending technical trainings and conferences, etc.
- Facilitate department purchasing of technology hardware and software for the purpose of providing required technology hardware and software for the department and/or the district.
- Maintain a complete understanding of technological terms and current hardware/software used in the district for the purpose of assisting employees with troubleshooting and with administrative assistant items related to technology.
- Maintains a wide variety of manual and electronic documents files and records (e.g. budget data, employee records, financial records, web calendars, reports, purchase requests / orders, employee mileage, software/hardware purchases, network software/hardware maintenance contracts, work order logs, E-Rate required paperwork, E-Rate deadlines, network access forms, inventory records, travel arrangements, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Monitors wide variety of activities on behalf of assigned Administrator (e.g. program components, meeting arrangements, account balances, employee absence tracking, work order status, etc.) for the purpose of achieving goals and meeting target dates in compliance with established guidelines and regulatory requirements.
- Participates in a variety of meetings, workshops, and/or trainings for the purpose of providing or receiving information, recording minutes, and supporting the needs of the attendees.

- Performs other related duties as assigned by the Director of Technology for the purpose of ensuring the efficient and effective function of the department.
- Prepares and edits (using standard editing procedures, including English usage, spelling, grammar and punctuation) a wide variety of reports, documents and correspondence of a confidential and non-confidential nature (e.g. letters, memorandums, meeting minutes, charts, periodic and ad-hoc reports, operational procedures, manuals, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Presents information on administrative procedures (e.g. department/program policies, submission procedures, etc.) for the purpose of orienting new personnel and/or disseminating information to existing personnel.
- Processes a wide variety of documents and materials (e.g. time sheets, work orders, requisitions, travel reimbursements, budget transfers, etc.) for the purpose of disseminating information in compliance with administrative guidelines and/or regulatory requirements.
- Procures and maintain supplies, following State and District procurement guidelines (this includes obtaining competitive bids, creating requisition and purchase order requests, tracking orders, and processing for payment and materials) for the purpose of maintaining availability of required items.
- Reconcile and monitor department account balances (e.g. procurement cards, department budgets, software licensing, etc.) for the purpose of accounting and auditing district funds allocated to the technology department.
- Represents assigned Administrator in his/her absence for the purpose of conveying and/or gathering information required for their functions.
- Responds to a wide variety of inquiries from internal and external parties (e.g. school staff, vendors, patrons, etc.) for the purpose of providing information, facilitating effective communication among parties and/or providing direction.
- Schedules a wide variety of activities (e.g. appointments, meetings, travel reservations/ accommodations, etc.) for the purpose of making necessary arrangements for assigned administrator.
- Supports assigned administrative personnel for the purpose of providing assistance with their functions and responsibilities.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; operating computer equipment and related peripherals, planning and managing projects; preparing and maintaining accurate records; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: KNOWLEDGE Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating systems (e.g. Windows, Mac, IOS, etc.); computer troubleshooting techniques; and office application software (e.g. Microsoft PowerPoint, Microsoft Word, Microsoft Excel, and Google Apps); read technical information, compose a variety of documents, facilitate group discussions; analyze situation to define issues and draw conclusions; concepts of grammar and punctuations; basic bookkeeping and accounting principles; business telephone etiquette; common office machines; and office practices.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to

work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: ABILITY is required to interpret and follow multi-step written and oral instructions; work independently; manage, track and follow up on multiple tasks or projects concurrently while meeting deadlines; schedule activities and/or meetings; gather and/or collate data; maintain regular and punctual attendance; and work cooperatively and positively with employees, students, and the community. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize job-related equipment. Problems solving is required to identify issues and create action plans. Specific ability-based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities. Professionalism is required in all aspects of the position to promote excellent customer service; strong interdepartmental relations; and a positive work environment.

**Responsibility**

Responsibilities include: working under direct supervision using standardized routines; providing information and/or advising others; monitoring budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some climbing and balancing, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience is required.

**Education:** High school diploma or equivalent.

**Equivalency:**

**Required Testing**

Pre-Employment Proficiency Test

**Certificates and Licenses**

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

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