

TECHNOLOGY SUPPORT SECRETARY

Definition

Under general supervision of the Technology Coordinator to perform a wide variety of responsible clerical work of more than average difficulty; to assist by relieving the Technology Coordinator of detail; and to do other work as required.

Essential Duties

1. Perform a variety of secretarial and clerical duties for the Technology Coordinator;
2. Interview office visitors and telephone callers and either (a) answer questions regarding the technology departments activities or programs; (b) refer persons to another source of information, or (c) schedule an appointment with the appropriate technology support staff;
3. Process calls for tech support and ensure work orders are routed to network technicians for problem resolution in a timely manner;
4. Take and transcribe dictation, including material of a confidential nature, letters, reports, bulletins, memoranda and other documents;
5. Compose independently or from oral instructions, letters requesting or giving information or letters dealing with routine department activities;
6. Receive, open and route mail;
7. Help make arrangements for and coordinate department meetings and training activities for technology related events to be held for district personnel;
8. Compile and prepare reports;
9. Operate office appliances, including computers and copy machines

Qualifications

Knowledge of:

1. Business English including vocabulary, grammar, spelling and punctuation;
2. Modern office practices and procedures;
3. Standard office equipment operation, including computer operation;
4. Rules, regulations, laws and policies governing the District.

Ability to:

1. Meet the public tactfully and courteously,
2. Maintain a harmonious and cooperative relationship with fellow workers;
3. Use common office machines and possess some skill in their operation;
4. Understand and carry out oral and written directions;
5. Exercise some independent judgment and discretion in the application of established procedures and policies in order to carry out an assignment or handle problems which may arise.

Experience

Two years of increasingly responsible clerical experience, preferably including at least one year in a public school office.

Education

High school diploma or equivalent.

License

Valid California Driver's License;
CPR and First Aid Certificates.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee 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 the job, the employee is regularly required to stand, walk and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl and reach with hands and arms. The employee is frequently required to reach with hands and continuously will repeat the same hand, arm or finger motion many times as in typing. The employee is continuously required to interact with public, students and staff while meeting multiple demands from several people. The employee must occasionally lift and/or push up to fifty pounds. Specific vision abilities required by this job include close vision, the ability to adjust focus, distance vision and depth perception.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Approved 9/25/07