

STAFF ASSISTANT - IT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director of IT or Computer Systems Manager, an incumbent of this classification performs secretarial tasks relieving the supervisor of administrative details not requiring his or her attention. An incumbent also provides basic help desk support to district users and maintains records of service requests. Supervision may be a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs secretarial tasks including the preparation of confidential correspondence, reports, memos, spreadsheets, databases, and minutes of meetings;

Schedules appointments and maintains calendar; keeps supervisor apprised of all appointments and changes as well as matters requiring immediate attention;

Maintains confidential files and other materials essential for use by the supervisor;

Maintains accounts with Internet Service Provider for District employees, and adds new user accounts to the network;

Prepares purchase orders; coordinates delivery and payment with vendors;

Tracks department's budget and prepares budget reports;

Keeps inventory records of hardware and software;

Provides basic help desk support by walking a user through a check list of steps in an attempt to determine the cause of their problem e.g., if user cannot print incumbent will ask if printer is turned on; refers problem to appropriate party if a resolution cannot be made;

Receives and logs in work requests for technical services, and reports to the supervisor on the status of these requests;

Responds to all communications including telephone, voicemail, and e-mail;

Coordinates staff development and in house training programs, including production of program brochures, room arrangements, enrollment verifications, and registrations;

Maintains staff development documentation and records of attendance at all staff development courses;

May communicate with parents via Community Communication Program;

Prepares and distributes schedule and notices of technology related meetings; prepares and distributes agendas and meeting minutes;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the responsibilities of a secretary; good knowledge of general business and office terminology, practices; procedures and equipment; good knowledge of business English, spelling and arithmetic; good knowledge of the capabilities of automated systems equipment to produce various formats/documents such as correspondence, reports, tables, charts and file storage/retrieval; working knowledge of IT terminology; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to manipulate a standard alphanumeric keyboard at a rate of not less than 35 words per minute; ability to compose and edit routine letters and memoranda; ability to compile data and prepare reports; ability to understand and carry out complex oral and written directions; ability to handle administrative details independently; ability to establish and maintain effective working relationships with professional and clerical personnel including peers, administrators, students and parents; ability to learn about the components and operations of personal computers sufficient to assist users in a limited help desk capacity; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to think logically; initiative; resourcefulness; accuracy; thoroughness; tact; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of secretarial experience which must have included the operation of automated office systems to generate reports, correspondence, and memos.

SUBSTITUTIONS: An Associate's Degree* in Computer Information Systems, Information Technology, or a closely related field may be substituted for three (3) years of the above experience; graduation from a post high school secretarial or business school with a degree* or certificate** in secretarial sciences, office technology or closely related field may be substituted for one (1) year of the above experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

**SPECIAL NOTE 2: A certificate program is defined as a minimum of 6-8 courses and results in the issuance of a certificate.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.