

Pulaski County

Job Title: Information Technology Administrative Assistant

Department: Information Technology

Reports to: Director of Information Technology

Supervision Exercised: None

Supervision Received: Performs skilled clerical work; does related work as required. Work is performed under regular supervision.

Classification (FLSA): Non-Exempt Full time – Forty (40) hours/week

Category: Administrative

Job Summary: Performs administrative and office support activities for the Information Technology Department. Duties include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing. Extensive software skills, Internet research abilities and strong communication skills are required.

Job Requirements: Any combination of education and experience equivalent to graduation from high school, including or supplemented by courses in Microsoft Office applications. Proficient in standard office practices and procedures; ability to read and write and to exchange information; ability to provide excellent and effective customer service to the public, vendors and staff; ability to establish and maintain effective working relationships; ability to follow oral and written instructions; ability to work independently in the absence of specific instruction; must possess a valid Virginia driver's license and must be able to pass a drug screen and background check.

Physical Requirements: Frequent bending, stooping, standing, walking, reaching and carrying items weighing up to 50 pounds. The position also requires constant use of the visual and auditory senses as well as dexterity required to operate keypads, push buttons and switches.

Job Duties and Performance Standards

I. Typical Tasks:

- Operate the front desk and responds to inquiries made in-person, by phone or by mail, and makes appropriate referrals to the technology staff;
- Answers telephone and provides routine information;
- Opens sorts and distributes incoming/outgoing mail.
- Use of computer to include Microsoft Excel, Word, and PowerPoint;
- Prepares Weekly and Monthly IT Updates for the leadership;
- Composes notes and proofreads routine correspondence;
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards;
- Types from rough draft, copy, marginal notes or verbal instruction;
- Interviews visitors, makes appointments, arranges committee meetings, schedules conference rooms and distributes meeting notices;
- Maintains work order system and notification of orders to the technology staff;
- Maintains a variety of filing systems used in IT operations;

- Attends department meetings, prepares agendas & minutes and distributes accordingly;
- Performs data entry into various systems;
- Maintains the security badge system;
- Performs other duties as assigned.

II. Professionalism and Confidentiality: Abide by all County/School policies and procedures

- Understand and consistently implements all County and School policies and procedures, has a working knowledge FERPA, HIPPA, CIPA, COPPA, and complies with all state and federal confidentiality regulation and laws;
- Maintain confidentiality with all vendors and employee transactions and activities.

III. Training and Job Development: Responsible for continuing education development and building proficiency and skills.

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars and other opportunities to maintain current awareness of technology trends and for educational growth
- Works with staff to discuss and resolve problems, provides ideas for improvement

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County/School policies and procedures.

Employee: _____

Date: _____

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. Pulaski County Administration reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.