



Job Title: **Administrative Assistant E-Rate / Help Desk**

Department: **Information Technology**

Supervisor: **Director of Information Technology**

Lane Placement: **ESP Lane 10**

Schedule: **8 hrs / 242 days** Evaluation Group: **JCES 10**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director/Administrator of the Department, the Administrative Assistant / IT Help Desk / E-Rate is responsible to answer incoming calls, greet visitors, and provides clerical support for the department and back up for the IT Help Desk. Maintains or creates budgets, reports, files and provides information to internal/external sources. Processes payroll for employees paid out of budgets managed by department.

ESSENTIAL FUNCTIONS

- Responsible for providing excellent customer service to district staff, schools, and the Canyons School District patrons.
- Replies in a timely manner to phone, written and in-person requests for information.
- Performs varied administrative assistant tasks.
- Acts as an information resource for the Department.
- Maintains confidential information both written and oral.
- Completes other duties as assigned.
- Uses computer software to generate spreadsheets, reports, document and other materials.
- Must have bookkeeping skills.
- Manage NPO's, PO's, P-Card expense reporting and assigns appropriate budget codes.
- Attend departmental and district meetings on and off site.
- Monitor and report time off related issues for staff members in department.
- Uses computer to research and find needed information.
- Schedule meetings, conferences, trainings and other departmental events
- Maintains confidential files.
- Processes payroll for employees paid out of budgets managed by department.
- Orders and maintains appropriate supplies and equipment.
- Must be able to perform calculations, gather information and present information in various methods both oral and written.
- Serve as backup for the help desk as needed.
- Serves as the liaison between the business units, technology teams and support teams.
- Analyzes and assists in resolving computer system problems and issues.
- Assists with data entry, as necessary, to ensure smooth system operation.
- Serves as back-up support for technical support staff, providing technical support to end users as necessary.
- Critical deadlines must be met within limited time frames. Additional stress may come from impact of operational requirements and managing system problems/errors.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.

- Collaborates with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Creates, monitors and processes all E-rate related documentation.
- Assist with the creation of E-rate technology plans, Request for Proposals, and Requests for Information. Participation in all E-rate planning meetings and overall administrative support of the E-rate program.
- Review monthly bills of District cell phones for discrepancies, departmental usage and modifications.
- Resolve cell phone warranty related issues and repairs as needed.
- Manage vendor bid process for cell phone contracts.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

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| <ul style="list-style-type: none"> • This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position. • To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. • The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required. • Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. |
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QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Requires High School diploma, GED, or equivalent.
- Associates degree or higher preferred
- 3 years job experience in an educational or business setting.
- Must have excellent data entry and computer skills including Excel, Word, and Powerpoint.
- Experience with PC and/or MAC systems
- Requires excellent interpersonal and communication skills, including the ability to communicate in written and verbal formats.
- Requires demonstrated ability to organize and prioritize in order to manage workload.
- Requires a willingness and ability to learn new skills.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations. Has limited interaction with vendors of forms and/or printer supplies.
- Requires management and leadership skills to manage multiple projects, motivate staff, develop plans and budgets, etc.
- Requires ability to provide leadership that supports teamwork and customer service.
- Requires ability to write clear and concise reports and plans.
- Requires ability to use personal computer based word processing and/or spreadsheets preferred.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

PHYSICAL REQUIREMENTS---*Not limited to the following:*

- Work requires physical exertion (mild lifting of 10 lbs).
- Must endure many interruptions.
- Will experience pressure and stress to meet deadlines.

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of ten (10) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.

Note: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented*

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org

ADA _____

HR _____

Effective date: 6/9/2020