

TECHNOLOGY SUPPORT ADMINISTRATIVE ASSISTANT

Reports to: Information Technology Management

Division: Information Technology

Our ideal candidate

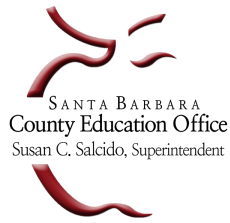
You possess excellent interpersonal and communication skills with strong computer and technology competencies. You have well-developed organizational skills and careful to maintain information as confidential. You work well both independently and as a team member while representing the office engaging in highly professional service to others. You multi-task in a fast-paced environment and are comfortable with frequent interruptions and the need to re-prioritize tasks in order to maintain excellent service to others. You take ownership and initiative of tasks and responsibilities of the position. You are committed to providing the best service available to the Santa Barbara County Education Office, school districts, and students.

General description

Perform a wide variety of complex administrative, accounting, technical writing, operational and organizational functions. Responsible for assisting managers and county education office staff with the daily flow of communications and information regarding policies, procedures, and regulations of Information Technology (IT) Services.

Specific duties and responsibilities

- Accomplish tasks quickly and accurately using a variety of computer-based programs
- Provide consulting to both internal and external department staff on the usage and efficiency of programs
- Receive and interview callers and visitors to determine their needs for service
- Provide information using independent judgment or route to appropriate IT staff member with regard to email, Wide Area Network (WAN), Local Area Network (LAN), and Financial System operations requests
- Provide support with regard to scheduling of services
- Work with vendors to obtain quotes for renewing equipment and service maintenance agreements
- Create purchase orders for payment of invoices, order supplies and services, obtain necessary authorizations and route appropriate copies and backup documentation, and invoice departments and districts for micro-computer support work as necessary
- Determine if sufficient funds have been encumbered for annual budget expenditures planned
- Receive requests for SBCEO email accounts and review application packets for completeness
- Process email applications, setup new accounts and send new information to customers



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- Produce renewal notices for individual users, districts, private schools and SBCEO departments and process by creating, deleting, or updating email accounts on server, database, and email filtering service
- Produce invoices for districts, private schools, and SBCEO departments by invoicing or budget transfers
- Audit daily email service log reports to confirm all back-up documentation is provided for each email account addition, deletion or edit
- Compile and maintain list of all software licenses purchased
- Using Escape financial system, enter and submit all department staff leave information and run leave usage reports as needed
- Provide backup support for processing and printing payroll checks and commercial warrants
- Operate equipment including system consoles, tape units, printers and related computer system peripherals
- Prepare statistical, financial and administrative reports that include letters, memorandums, Memorandums of Understanding (MOU) agreements, and contracts by consolidating relevant statistical and financial data
- Transcribe notes and obtain appropriate division approval before distributing communications
- Assist with compiling and developing annual budget, which includes preparation of reports and the preparation and monitoring of invoices and expenses
- Test, finetune, and format software product documentation such as user guides, technical reference manuals, and support guides including data, charts, and diagrams and preparing for distribution
- Schedule appointments and coordinate arrangements for a variety of meetings, workshops, and seminars
- Create, circulate, and update office calendars to track meetings, events, appointments, and staff vacation
- Arrange travel accommodations, transportation, and process travel claims
- Open, sort and route mail including equipment delivery, responding to mail requiring routine response, and composing other responses for signature of the administrator
- Organize and maintain complex files, both paper and digital
- Monitor office supplies and maintain adequate stock
- Perform special projects and other job duties as assigned

Requirements

Education: Any combination equivalent to graduation from high school supplemented by business-computer related course work



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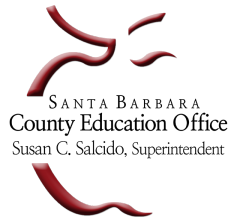
Experience: five years of increasingly responsible administrative support experience preferably in an Information Technology Services environment.

Knowledge and skills

- Personal computers, computer industry, systems, vocabulary, and Internet
- Proficiency in the use of industry software that includes word processing, spreadsheet, database and presentations programs such as Microsoft Office (Word, Excel including macros and pivot tables, Access, Power Point, Outlook and Project), Internet Explorer, Visio, Filemaker Pro, WordPerfect, Adobe Acrobat and Distiller
- Must be knowledgeable in the use of Microsoft Access database for email service accounts
- Modern office practices, equipment and administrative procedures
- Telephone techniques and etiquette
- Statistical and financial record keeping
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Oral and written communication skills
- Interpersonal skills using tact, patience, courtesy, and respect

Abilities

- Learn the County Education Office organization, operations, policies and objectives, terminology and programs
- Perform varied, complex administrative tasks and duties with accuracy and frequent interruptions
- Operate minicomputer and modify associated job control language as needed to produce payroll, commercial warrants, and financial system processing and reports
- Operate office machines that include a computer and applicable software, calculator, copier, fax machine, scanner, printer and shredder
- Create technical and end-user procedure documentation
- Maintain current skills and knowledge of computer and technical terminology
- Route inquiries and tasks to proper IT staff based on knowledge, skills, and abilities
- Establish and maintain effective and professional working relationships with the public and others
- Maintain records and prepare reports and memoranda
- Interpret, explain and apply rules, regulations and policies
- Arrange for meetings, workshops, conferences and seminars as required
- Analyze situations accurately and adopt an effective course of action
- Meet schedules and timelines, re-prioritizing as needed
- Plan and organize work
- Work independently with little direction
- Work confidentially with discretion
- Demonstrate keyboarding/typing skills and speed as required by assignment



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Working conditions

Work is performed indoors with minimal exposure to health and safety hazards.

Salary range 73

Approved by the Personnel Commission:	July 22, 2004
Revised:	April 23, 2009
	June 28, 2018