



Job Description

Title: Administrative Support Specialist - Technology	FLSA Status: Non-Exempt	Months: 12
Supervisor: Manager - Information Technology	Supervises: N/A	Range: 27
Department: Technology	Bargaining Unit: Classified	Approved:

JOB SUMMARY:

The Administrative Support Specialist - Technology plays a pivotal role in supporting the functions of the Technology department. Under the direction of the Manager - Information Technology this position will manage administrative tasks, act as a liaison between employees, parents, and other departments, and ensure smooth communication channels. This position will handle diverse responsibilities ranging from managing the department's budget to coordinating technology distribution to students.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Communications**
 - Serve as the primary contact point for employees, parents, students, and other departments regarding technology related inquiries and issues.
 - Create and manage work orders in the department ticketing system.
 - Facilitate effective communication channels to ensure timely and accurate dissemination of information related to the Technology department.
 - Greet and assist office visitors; initiate and receive phone calls to the department, screening and routing as appropriate.
 - Curate Technology updates for routine District-wide correspondence.
- **Website Management and Social Media**
 - Audit the district's website to ensure the information provided is current and accurate, and communicate with other departments on the results and next steps.
 - Regularly post updates and announcements on the district's social media platforms to engage with the community and promote school activities.
 - Report any website errors to the appropriate stakeholders and contractors.
- **Financial Administration**
 - Receive written information or data, post to records, ledgers or files, assign budget code numbers to invoices and validate work performed; request, create and process requisitions; request open purchase orders for vendors; complete online expense report for credit card purchases.
 - Assist in grant development and application processes for governmental services such as ERATE to secure additional funding for Technology initiatives.
 - Assist in assemble and of advertised bid contracts, plan mandatory bid walks; compose addendums to contracts; send out notices to proceed; obtain required certificates and bonds and file notice of completion.
 - Handle money received for damaged and lost equipment, manage invoices to parents and staff on the district's payment processing system, prepare deposits and reports, maintain various databases and spreadsheets as necessary.
- **Hardware and Software Management**
 - Receive defective and damaged equipment from staff and parents, documenting issues and coordinating repair or replacement processes.
 - Coordinate the assignment and distribution of Technology devices to students when necessary, ensuring proper documentation and inventory management through the district's Mobile Device Management (MDM) platform.
 - Assist in the management of device applications through the district's MDM platform.
 - Assist in receipt and organization of department equipment.
 - Manage digital signatures when required on Technology forms.

- **Administrative Support**

- Ensure, in the absence of the Manager - Information Technology, that requests for action and information are handled in a timely manner.
- Perform a wide variety of specialized and complex clerical and secretarial work in support of operations and activities related to Technology; relieve the Manager - Information Technology of administrative/technical details.
- Prepare presentations and materials for board meetings, ensuring accuracy and professionalism.
- Act as a positive public relations advocate for the Technology department, including dissemination of school and department information.
- Organize and maintain departmental logs, reports, policies, and procedures for easy reference and compliance.
- Take detailed notes and minutes during meetings as assigned, capturing action items and decisions.
- Facilitate the calendar for the Manager - Information Technology, scheduling meetings and appointments as necessary.
- Process travel arrangements for department staff when required, ensuring compliance with district policies.
- General preparation of proposals, reports, instructional materials, forms, flyers, statistical summaries, and other documents and communications.
- Access the district's Absence Management System to track employee absences, process absence reports, and record vacation and time off requests.
- Operate a variety of office equipment including a computer and assigned software.

OTHER DUTIES:

- Perform classification related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands 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.

Knowledge of:

- Modern office practices, procedures and equipment.
- Applicable laws, codes, regulations, policies and procedures.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Basic inventory techniques.

Skills/Ability to:

- Perform a variety of responsible clerical and secretarial duties in support of Technology operations.
- Coordinate flow of office communications.
- Learn Technology terminology, practices and procedures.
- Learn specialized software related to daily operations of the Technology department.
- Assure smooth and efficient office operations.
- Interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
- Fill and process requisitions.
- Answer telephones and greet the public courteously.
- Type or input data accurately at an acceptable rate of speed.
- Work independently with little direction.
- Understand and follow oral and written instructions.
- Meet schedules and timelines.
- Prioritize work.
- Complete work with many interruptions.
- Operate a variety of office equipment including a computer and assigned software.
- Communicate effectively both orally and in writing.

- Establish and maintain cooperative and effective working relationships with others.

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Graduation from high school or equivalent GED and three years clerical or secretarial experience involving frequent public contact including one year of which as including the maintenance of financial or statistical records.

Licenses, Certifications and other Requirements:

- N/A

WORKING CONDITIONS:

Work Environment:

- Indoor office environment.
- Fast paced-work environment with changing priorities.

Physical Demands:

- Dexterity of hands and fingers to operate a computer keyboard or touchscreen device.
- Hearing and speaking to exchange information in person or on the telephone.
- Sitting or standing for extended periods of time.
- Seeing to read a variety of materials.
- Bending at the waist, kneeling or crouching to file materials.
- Lifting, carrying, pushing or pulling heavy objects as assigned by the position.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.